January 4, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting covers disaster response preparedness, construction progress and other activities

In the wake of the Sept. 11 terrorist attacks, the MGH is building upon its existing disaster response system to enhance its ability to respond to crisis situations, senior administrators reported at a hospitalwide leadership meeting Dec. 14.

Ann Prestipino, senior vice president for MGH Surgical and Anesthesia Services and the MGH Cardiac Program, reviewed the existing disaster response plan and highlighted areas needing further development in the context of city, state and federal plans. The MGH Emergency Preparedness and Response Plan details external and internal processes for the establishment and enactment of a command center/disaster headquarters; interdepartmental planning; communications and media response; patient and resource management; and the disaster event notification process. A new hospitalwide Emergency Preparedness and Response Plan committee, reporting to senior management through the MGH Office of Quality and Safety, also is being formed.

"Our disaster preparedness process focuses on the safety of both our patients and our staff," said Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse. "In the new reality brought about by Sept. 11, we are addressing the fundamental questions of how to meet the needs and expectations of new and existing patients."

Year-end financial performance

The leadership meeting also highlighted the MGH's strong financial results in fiscal year (FY) '01. A strong fourth quarter drove a $43.7 million operating gain, which was $9.2 million better than budget, according to Sally Mason Boemer, vice president for MGH Finance. Admissions increased 1.9 percent from FY '00. The FY '02 budget is based on continued strong financial performance. Further details of the hospital's year-end financial status will be included in next week's issue of *Hotline.*

Ambulatory care building update

Michael Jellinek, MD, who is overseeing the planning and building of the MGH's new ambulatory care facility, provided an update on the progress of the construction. The dismantling of the east wing of the Charles Street Jail now is complete, and site preparation is under way. Construction

(Continued on Page 2)

Macaluso Awards honor expertise

The annual Stephanie M. Macaluso, RN, Expertise in Clinical Practice Awards ceremony has a double meaning for employees in Patient Care Services (PCS). The emotional ceremony pays tribute to the memory of an MGH nurse who embodied the qualities and characteristics of an expert practitioner, while also honoring current clinicians who have followed in that beloved nurse's footsteps.

The most recent ceremony took place Dec. 13, honoring the following recipients: Clare Beck, RN, of the SICU; Anita Carew, RN, of the NICU; Robert Goulet, RRT, of the SICU; Kristen Paige Jacobsen, MS, CCC-SLP, of Speech-Language Pathology; and Thomas Lynch, RN, medical nurse on Bigelow 11.

The awards were created in 1996 to recognize direct care providers in PCS whose practice is based on caring, innovation, knowledge, leadership, teamwork and the spirit of inquiry.

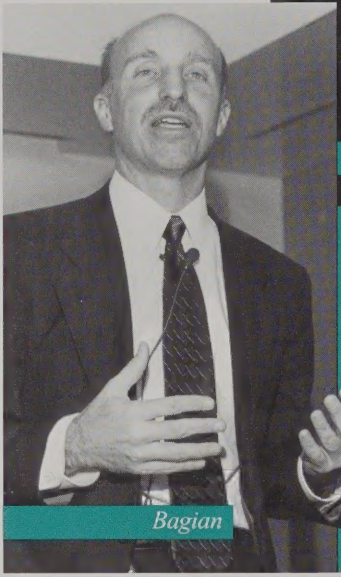
The first recipient of the award in 1996 was Stephanie M. Macaluso, RN, a thoracic clinical nurse specialist who died in 1998. In honor of the high standards she set as a caregiver, the award now bears Macaluso's name.

Held twice a year, the awards ceremony honors PCS employees who are nominated by their coworkers.

From left: Carew; Lynch; Jeanette Ives Erickson, RN, MS, senior vice president for PCS and chief nurse; Jacobsen; Beck; and Goulet.

Quality + Safety

Leape



Bagian

Quality and safety experts visit MGH

Two leaders of the quality and safety movement in health care recently visited the MGH to discuss with clinicians the future of the movement, as well as the need for systems to help ensure patient safety and access to quality care.

Jim Bagian, MD, director of the Veterans Administration (VA) National Center for Patient Safety, spoke Dec. 17 about the VA's patient safety initiative, which is recognized nationally as one of the more successful efforts in the field. In his presentation — which was sponsored by the MGH Office of Quality and Safety — Bagian detailed the process the VA went through to institute a patient safety program. The program includes the creation of a confidential and non-punitive incident reporting system, the development of interdisciplinary review teams for incidents and a system that encourages reporting "close calls" of potential errors for learning purposes.

Lucian Leape, MD, adjunct professor of health policy for the Harvard School of Public Health and a member of the Institute of Medicine's Quality of Care in America Committee, spoke Dec. 20 about medical error prevention. Leape emphasized four important points in his presentation: Medical errors are a serious problem; medical errors are caused by bad systems; systems need to be redesigned to help prevent errors; and patient safety should be made a national priority.

Leape credited institutions such as the MGH for doing the front-line work to improve medical error prevention. "I have no doubt that 10 years from now, health care will be infinitely safer because of the work that you all are doing," he said. Leape's presentation was a part of a grand rounds session that was sponsored by the MGH Gastrointestinal Unit.

— Leadership meeting covers disaster response, other activities

(Continued from Page 1)

of an underground garage will begin soon. Upon final approval from city agencies, the new building will rise from the concrete roof of the garage while excavation continues below the garage's roof deck.

Planning also is under way for the preservation and reuse of the jail as a hotel, and the MBTA is in the final design stages of rebuilding the Charles/MGH T stop, which will be handicapped-accessible. According to current plans, the T stop, hotel and phase 1 of the ambulatory building project will be completed by the fall of 2004. Phase 2 of the project — demolition and replacement of the VBK and Clinics buildings — is anticipated to be completed by 2008.

"We are making very good progress," Jellinek said. "Our goal is to build an excellent ambulatory facility that is both patient-focused and efficient for the more than 1 million MGH patient visits each year. This project will provide easily accessible outpatient services, situated at the front of the hospital and close to public transportation and the garages. Above all, the new building project is designed to be convenient for patients, visitors and staff."

Other hospital activities

Jeff Davis, senior vice president for MGH Human Resources (HR), and Traci Knoblauch Nordberg, director of HR Operations and Systems, added a lively touch to the meeting with a dynamic demonstration of the new iBridge project. Employee volunteers performed a skit depicting pitfalls often experienced with the current HR and payroll system, contrasting them with the efficiency afforded by iBridge.

"A great aspect of iBridge is that it applies not only to the timekeeping system, but to all associated rules, especially overtime," said Davis. The iBridge project will help to ensure adherence to the Fair Labor Standards Act, which requires that non-overtime-exempt employees must be paid at a rate of time and a half whenever their work week exceeds 40 hours.

Training on iBridge — which is a new web-based human resources, payroll and timekeeping system — began last month for managers, and will continue this month for timekeepers and other employees. The current system is expected to be replaced by February.

Debra Doroni, administrative director for MGH Surgery, concluded the meeting with an update on the 2001 MGH United Way campaign. The campaign has seen an increase in the number of hospital participants from last year, but remains 10 percent below its goal of $225,000. Employees still may turn in their pledge cards. Doroni reminded the audience that 50 cents of each dollar raised over the fundraising goal directly benefits MGH Social Services. ●

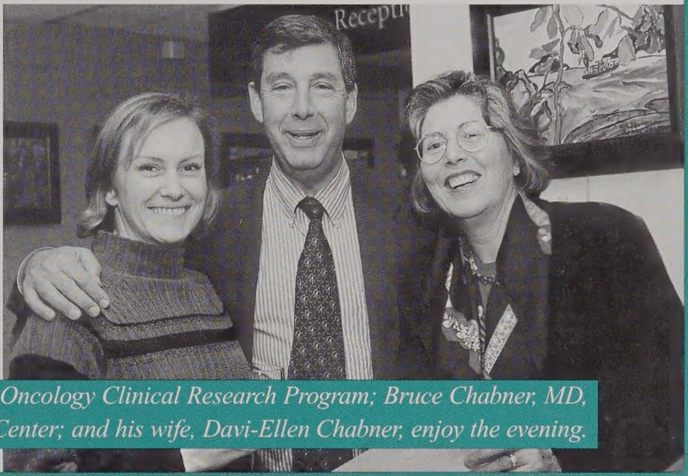
MGH Cancer Center combines art appreciation with holiday celebration

Visitors to the MGH Hematology/Oncology Outpatient Unit and Gynecologic Oncology Center in the Cox building Dec. 13 were treated to a double dose of holiday magic: the festive MGH Cancer Center Holiday Open House and the latest *Illuminations* art exhibit. Guests enjoyed hors d' oeuvres and beverages while admiring the multifaceted collection of artwork on display.

Illuminations is a rotating art exhibit housed in the Cancer Center. Each display — consisting of pieces submitted by local artists and representing several artistic disciplines — is featured for one season. Works are selected for their capacity to educate and inspire, and the exhibit is meant to provide enlightenment and encouragement to Cancer Center patients, families, staff and friends.

The current *Illuminations* artists — including several MGHers — are: Brian Fitzgibbon; Robin Jones; Karen Kosko; Wendy Mimran; John Monteiro; Bud Turner; Robert van de Graaff, of MGH Development; Charyl Weissbach, of MGH Clinical Pathology; Bess Woodworth; and Rafael Zabala, of MGH Radiology.

For more information about *Illuminations*, contact Joelle Reed at (617) 726-2689.



From left: Mary Anne Fallon, LPN, of the MGH Genitourinary Oncology Clinical Research Program; Bruce Chabner, MD, clinical director of the MGH Cancer Center; and his wife, Davi-Ellen Chabner, enjoy the evening.

If the forecast calls for stormy weather ...

With the arrival of the winter season, New Englanders can expect some rough weather, from blustery winds and blizzards to ice and freezing rain. The MGH, however, always remains open, regardless of the weather conditions. As a 24-hour, 365-days-a-year operation, the MGH must provide services to patients during even the worst of storms. The hospital does not have "snow days."

Jeff Davis, senior vice president for MGH Human Resources, reminds employees to reserve earned time for those stormy days when it's most judicious to stay at home. "We always encourage employees to use their best judgment during severe weather and want them to consider their personal safety when travel conditions are poor," he says. If employees decide not to come to work, however, they should notify their supervisors immediately. The severe weather policy stipulates that employees who come to work during storms will be paid for hours worked. Employees who do not come to work will be charged earned time.

Employees will not be charged for tardiness because of severe weather, and if employees are dismissed by a supervisor once they have arrived, they will be paid for the remainder of their shift.

Supervisors have discretion over staffing during a storm, but should have a plan in place to keep their unit open and a contact system for employees to report absences. To close a unit, a supervisor first must obtain approval from the appropriate vice president.

Many hospital areas — including the Emergency Department and the operating rooms, inpatient units and support departments such as Nutrition and Food Services, Environmental Services, Police and Security, Telecommunications and Materials Management — always remain open and may require additional staffing during severe weather. Supervisors are encouraged to check whether such areas need extra help before they send their own employees home.

For procedure updates during bad weather, employees are encouraged to call the MGH Weather Emergency Line at (617) 724-6100. For more information about the MGH's weather policy, employees should contact their supervisors. ●

WHAT'S HAPPENING

Partners Physicians Day

All MGH physicians are invited to participate in the third annual Partners Physicians Day Feb. 9, from 8 am to 5 pm. The all-day program will feature more than 30 topics and will include up to six CME and risk management credits. Free childcare services also will be provided. Registration forms recently were mailed to all Partners physicians. The registration deadline is Jan. 18. For more information, call Grace Bommarito at (617) 278-1058. To register online from a Partners workstation, visit *http://intranet.partners.org/clinicalaffairs.*

Timilty Partnership volunteers wanted

The MGH/Timilty Partnership is looking for employee volunteers to participate in two of its programs. Judges are needed for the annual James P. Timilty Middle School science fair, Feb. 11 through 14, from 9 to 11 am. Volunteers may sign up for a two-hour judging shift on one or more of the available days. No science background is necessary, and round-trip transportation will be available. Hosts also are needed for the City of Boston's Groundhog Job Shadow Day for high school students Feb. 1. The MGH will host students from East Boston High School, the hospital's partner in the ProTech program. The goal of the annual event is to help students make the connection between classroom and workplace learning, allowing them to shadow professionals for three to four hours in the worksite while observing and assisting where appropriate. For more information or to volunteer, contact Wanda Velazquez at (617) 724-3210 or send e-mail to *timilty@partners.org.*

Tax changes for 2002 MBTA and parking deductions

Beginning this month, the federal government's monthly transportation allowance will increase from $65 to $100 per month for transit passes and from $180 to $185 per month for parking. MBTA pass holders who are commuter rail riders will have more of their deduction taken on a pre-tax basis. Because of the current market value of parking, an increased number of parking deductions will be taken on a post-tax basis starting with Jan. 3 paychecks. For more information, call the MGH Commuter Service phone line at (617) 724-6588.

MGH Nursing Career Expo

The MGH Nursing and Human Resources Departments will offer an MGH Nursing Career Expo Jan. 13, from noon to 4 pm in the North and East Garden Dining Rooms. Nursing staff and new graduates are encouraged to meet with nurse managers, nurse educators and human resources staff to discuss career opportunities. The MGH Center for Clinical and Professional Development also will provide two continuing education offerings that day. "Mitral Valve Prolapse — A Case Study" will be held from 12:30 to 1:30 pm, and "Chest Pain: Pulmonary Embolism vs. Angina" will be held from 2 to 3 pm. The sessions are free and will award 1.2 contact hours each. For more information, contact Megan Brown at (617) 726-5593.

Memorial service for Robert J. Krane, MD

A memorial service for Robert J. Krane, MD, who served as director of MGH Neurourology until his death Nov. 17, 2001, will be held Jan. 11, at 2 pm in the MGH Chapel. A reception will be held in the Urology Conference Room on Gray/Bigelow 11 immediately following the service. For more information, contact Robert Seger at (617) 726-8477.

Martin Luther King, Jr. celebration

MGH employees and staff are invited to "A Celebration of the Legacy of Rev. Martin Luther King, Jr.," Jan. 25, at 9 am in the O'Keeffe Auditorium. Julian Bond — a noted writer, speaker and civil rights activist who serves as chair of the National Association for the Advancement of Colored People — will speak at the event. Admission is free, and seating will be on a first-come, first-served basis. For more information, call (617) 724-0928.

Submit news tips and story ideas to the *MGH Hotline*

Contact editors by phone
Victoria Brady, editor, at 724-6433; or
Catherine Deely, assistant editor, at 724-2753; or
by fax to 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.mgh.harvard.edu/pubaffairs

MGH Hotline is published weekly by the MGH Public Affairs Office.
MGH Public Affairs Office
(617) 726-2206

The Compliance Helpline

The MGH Compliance Office reminds MGH employees of a special telephone reporting system that is available to report any legal or ethical concerns they may have. The Compliance Helpline is an untraceable telephone line — (617) 726-1446 — established so that any employee can confidentially report to the Compliance Office director. If faced with a legal or ethical problem within their job duties, MGHers are encouraged to report the incident to their supervisors and/or call the Helpline so that the hospital may take appropriate action. An employee also may make an anonymous report in writing by addressing the letter to Corporate Compliance, Bulfinch 360C.

January 11, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Fanning the flame: MGHers carry Olympic torch

One of the brightest spots in the winter season came in the form of a shining torch — symbolizing the spirit of the Olympic games — passed through the streets of Boston last month. The Olympic Torch Relay consists of a 65-day, 13,500-mile journey across the United States. Torches are carried by 11,500 runners, each nominated for outstanding achievements and carrying their torch for two-tenths of a mile.

The torch made its way through the Boston area Dec. 27. Among its proud bearers were four running on behalf of the MGH, including two former MGH patients and a hospital physician.

Thirteen-year-old Lindsey Beggan, of Medfield, Mass., carried the torch from Berkeley to Arlington Street in the Back Bay section of Boston. Lindsey was treated for bone cancer by Howard J. Weinstein, MD, chief of MGH Pediatric Hematology/Oncology, at MassGeneral Hospital for Children three years ago.

(Continued on Page 2)

Paul and Lindsey Beggan get ready to carry the torch.

ADVANCES

Study examines musical pitch perception

There is no "music center" in the brain, but distinct regions are involved in different aspects of music perception. Now there is evidence that the auditory cortex, an area of the brain that interprets sound, plays an important role in frequency processing and pitch perception. A new study, published in the January issue of the *Journal of Neurophysiology,* provides insight into how a physical feature such as sound can be transformed into a mental phenomenon.

Past research has demonstrated that a particular neuron in the brain will respond to only a few distinct notes or tones. The process of the neurons coordinating together has been something of a mystery. "Now we know that there's no question that you need the neurons in the auditory cortex for fine-tuned pitch discrimination," says Mark Jude Tramo, MD, PhD, of MGH Neurology and the study's lead author.

There are differences between the sounds of two voices or two musical instruments, even when they hit the same note, and somehow the brain makes this distinction. In their study, Tramo and his colleagues looked at how people perceive such differences in pitch. They studied five patients with neurological abnormalities, ranging from stroke to head trauma, and compared the patients' brain activity and pitch perception to that of normal volunteers. Through their battery of tests, the researchers found that particular subdivisions of the auditory cortex make essential contributions to identifying fine distinctions in pitch.

While the current study examined pure tones — each of which corresponds to one note — Tramo now is studying how the auditory cortex deals with complex tones, such as those involved in speech and musical compositions. "We'd like to figure out how the brain computes the complex information it receives when a musician plays an elaborate song," he says. "Subtle manipulations go a long way in forming the nuances perceived by the listener." Tramo's co-authors include Gaurav Shah, MD, also of MGH Neurology.

Knowledgeable MGHers win confidentiality quiz

Do MGH employees know what HIPAA stands for? According to a recent quiz conducted by the MGH Patient Confidentiality Committee, many MGHers are not aware that the acronym stands for the Health Insurance Portability and Accountability Act. HIPAA is the recently-passed set of regulations that protect patients' rights to keep their medical information confidential.

The quiz was conducted during National Health Information Management Week in November, and was part of a hospitalwide awareness campaign about new patient confidentiality policies and guidelines.

Three of the MGHers who answered all of the quiz questions correctly were selected as winners of raffle prizes. The winners were Rita Devlin, RN, of Ellison 7; Julia Fradera, of Respiratory Care Services; and Jacob Ham, of MGH Psychiatry.

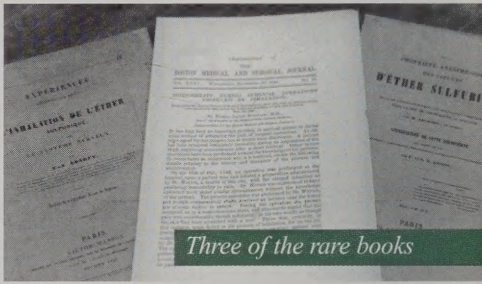
For more information about the MGH patient confidentiality campaign and the answers to the quiz, visit *http://is.partners.org/hr/affiliates/mgh/privacy.html.*

Below, from left: prize winner Jacob Ham, pictured with Deborah Adair, director of MGH Health Information Management Services (HIMS) and Dorothea Juno-Johnston, also of HIMS.

Join the MGH in recognizing Health Information Management Week November 4 to 10
Caring for patients while respecting their Privacy

A rare gift: Medical history books given to MGH Archives

The MGH Archives and Special Collections recently accepted a generous donation of rare books and pamphlets. Sylvia Sanchez — whose late husband Guillermo C. Sanchez, MD, was a familiar figure at the MGH for 50 years before his death in August 2000 — donated the items in his memory. An internist and primary care physician, Sanchez also was chairman of the MGH Archives Committee and an enthusiastic advocate for the preservation of the hospital's historical legacy. His interests in the history of medicine, and of the MGH in particular, are reflected by the titles in this welcome addition to the hospital's historical collections.


Three of the rare books

The donation consists of 73 items, most of which date from the 19th century. Among them are several rare pamphlets relating to the "ether controversy," a heated debate over who was responsible for the discovery of anesthesia. Many MGHers are familiar with the famous event, when William T.G. Morton gave the first public demonstration of surgical anesthesia in the Ether Dome Oct. 16, 1846. However, three other men also claimed some or all of the credit.

Of special interest in the new collection is a rare eight-page printing of a groundbreaking article by MGH visiting surgeon Henry Jacob Bigelow, MD, in the *Boston Medical and Surgical Journal* (predecessor to the *New England Journal of Medicine*). Bigelow's article, published Nov. 18, 1846, was the first appearance in medical literature of the news of surgical anesthesia. Surgery in the civilized world was, in only a few weeks' time, radically transformed. ●

— MGHers carry Olympic torch

(Continued from Page 1)

Physicians had to remove several of her ribs and rebuild her chest wall with mesh fabric because of the damage caused by the cancer. She has since made a full recovery and actively participates in athletics. Lindsey's father, Paul, has run the Boston Marathon on the MGH team for the past three years, both in honor of Lindsey and to raise money for pediatric cancer research at the hospital. Paul Beggan carried the Olympic torch Dec. 27, racing through the Dorchester neighborhood.

Also participating in the torch relay was Bryan Gothie, a 25-year-old survivor of osteosarcoma, a form of bone cancer. Throughout his battle with the illness, Gothie was treated by the MGH Pediatric Oncology Clinic and by Mark Gebhardt, MD, co-director of the MGH Connective Tissue Oncology Center. Gothie also ran through Dorchester bearing the torch.

Rounding out the MGH torch relay representatives was James Gordon, MD, of MGH Emergency Services. Gordon carried the torch down Boylston Street in downtown Boston.

The relay will conclude in Salt Lake City — home of the 2002 Winter Olympics — in February. ●

MGH Vital Signs: FY 2001 year-end results

A status report of hospital performance

General Hospital financial statement (in millions)

	YTD Actual	Variance to Budget	FY 2000
Net Patient Service Revenue	910.0	33.4	808.7
Research Revenue	293.0	9.0	265.7
Other Operating Revenue	87.9	11.0	77.3
Total Revenue	1,290.9	53.4	1,151.7
Salary and Benefits	484.4	(20.2)	427.9
Supplies and Outside Services	303.0	(22.0)	262.1
Other Operating Expenses	255.8	4.5	236.0
Direct Research Expenses	206.5	(9.0)	187.3
Total Expenses	1,249.7	(46.7)	1,113.3
Current Operating Gain / (Loss)	41.2	6.7	38.4
Restructuring Charges	0.0	0.0	0.0
Prior Year Adjustments	2.5	2.5	11.0
Gain / (Loss) from Operations	43.7	9.2	49.4
Non-Operating Gains / (Losses)	15.8	(3.8)	40.2
Net Gain / (Loss)	59.5	5.4	89.6

Financial overview: The MGH recorded strong financial results for the entire fiscal year (FY) '01, with fourth-quarter results driving an overall $43.7 million operating gain, which is $9.2 million better than budget. FY '02 budget is based on FY '01 performance.

Investment income was below budget and below prior year because of the market performance. This will affect the projections of cash available for capital spending. The total FY '01 expense variance was $37.0 million. A higher patient acuity and tight labor market drove an increase in salary rates and the number of FTEs. Pharmaceuticals and steam/electricity were the largest individual nonsalary variances. New utility contracts should stabilize rates for FY '02.

Admissions increased by 1.9 percent from FY '00. Although admissions were under budget in each quarter, variances decreased.

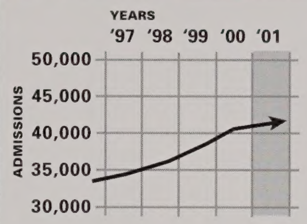
Length of stay (LOS) was 5.91 days for the fourth quarter, bringing LOS for the fiscal year to 5.97, which was 0.08 days above budget and 0.04 days higher than in FY '00. LOS reduction efforts must continue to ensure that capacity is managed more effectively.

Outpatient visits were under budget for the year, but slightly ahead of FY '00 levels. On-campus outpatient visits were responsible for the entire negative variance. One-time events, such as the snowstorm in March 2001 and the Sept. 11 tragedy, negatively affected outpatient volume. Health center and Emergency Department visits actually exceeded budget.

Admissions

FY '01 actual:	41,504
FY '01 budgeted:	42,171
FY '00 actual:	40,747
Patient days	247,668
Inpatient surgeries	17,139
Births	3,416

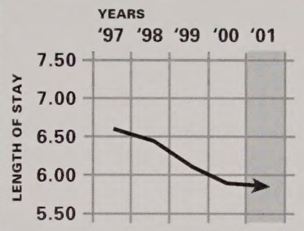
Five-year trend



Length of stay

	Days
FY '01 actual:	5.97
FY '01 budgeted:	5.89
FY '00 actual:	5.93

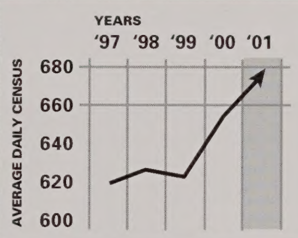
Five-year trend



Average daily census

FY '01 actual:	679
Average beds in service	860
Occupancy rate	78.9%
FY '01 budgeted:	680
FY '00 actual:	662

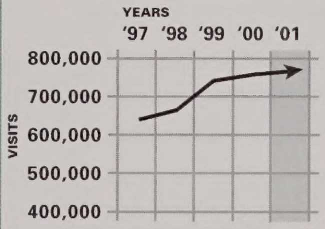
Five-year trend



Outpatient visits

FY '01 actual:	755,270
Clinic visits	404,060
Health center visits	276,227
Emergency visits	74,983
FY '01 budgeted:	771,016
FY '00 actual:	754,246
Outpatient surgeries	14,599

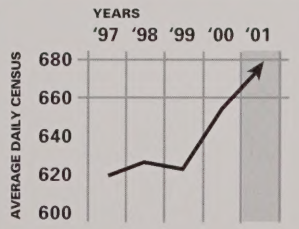
Five-year trend



Observation stays

FY '01 actual:	5,029
FY '01 budgeted:	5,723
FY '00 actual:	5,392
Chemotherapy infusion	335
Routine post-procedure recovery	1,633

Five-quarter trend



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What's Happening

In-Vitro Fertilization Unit workshop

The MGH Vincent Memorial In-Vitro Fertilization Unit will sponsor "Psychospiritual Healing of Infertility," a free four-part workshop, Jan. 30 and Feb. 6, 13 and 20, from 5 to 6:30 pm. The workshop — presented by Robert McInnes, MD, a reproductive endocrinologist, and Lucie McInnes, RN — serves as an introduction to energy healing techniques and to teaching, discussion and meditation concerning infertility. Attendance at the first session is a prerequisite for participation in the later sessions, and advance registration is encouraged. To register, or for more information, call (617) 724-3500.

Partners "Internship 2002" program

Partners Human Resources will host "Internship 2002," a 12-week summer program for college students, beginning June 3. Applications now are available for students in their junior and senior years. The program places talented students in research and administrative departments throughout the Partners system. Potential MGH sponsors are encouraged to help bring top students from across the country to Partners. For more information or to request a brochure, contact Suzanne Culver at (617) 724-8568 or send e-mail to *sculver@partners.org.*

MassGeneral Hospital for Children birthday celebration

MassGeneral Hospital for Children will celebrate its second birthday with a party in the Main Corridor, Jan. 23 at 2 pm. Cake will be served, and all MGHers are invited to stop by. For more information, call Trish Murray at (617) 724-1974.

MGH Nursing Career Expo

The MGH Nursing and Human Resources departments will offer an MGH Nursing Career Expo Jan. 13, from noon to 4 pm in the North and East Garden Dining Rooms. Nursing staff and new graduates are encouraged to meet with nurse managers, nurse educators and human resources staff to discuss career opportunities. The MGH Center for Clinical and Professional Development also will provide two continuing education offerings that day. "Mitral Valve Prolapse — A Case Study" will be held from 12:30 to 1:30 pm, and "Chest Pain: Pulmonary Embolism vs. Angina" will be held from 2 to 3 pm. The sessions are free and will award 1.2 contact hours each. For more information, contact Megan Brown at (617) 726-5593.

Nutrition grand rounds

Walter C. Willett, MD, professor of Epidemiology and Nutrition and chairman of the Harvard School of Public Health Department of Nutrition, will present "Controversies and Science: Looking at the Food Guide Pyramid" in a special MGH Nutrition grand rounds Jan. 29. The session will be held at 2:30 pm in the O'Keeffe Auditorium, with a reception to follow. For more information, contact Martha Lynch, MS, RD, at (617) 726-2587.

In General

Edward Raeke, an MGH employee for the past seven years, recently was promoted to director of Partners Materials Management. He has served as interim director since October.

William Abbott, MD, recently stepped down from his position as chief of the MGH Division of Vascular Surgery. He will continue to perform vascular surgery while temporarily serving as program director for Vascular Surgery and director of the Vascular Surgery Clinical Laboratory. Abbott will pursue a new career in quality management and improvement, and will be involved in the creation of a new MGH Wound Care Clinic. As of Jan. 1, **Richard Cambria, MD,** of MGH Vascular Surgery, is the new chief of the department.

Martin Luther King Day celebrations

MGH employees and staff are invited to "A Celebration of the Legacy of Rev. Martin Luther King, Jr.," Jan. 25, at 9 am in the O'Keeffe Auditorium. Julian Bond — a noted writer, speaker and civil rights activist who serves as chair of the National Association for the Advancement of Colored People — will speak at the event. Bond also will speak the same day in the Cabot Atrium at BWH, from 3 to 4 pm. Admission to both celebrations is free, and seating will be on a first-come, first-served basis. For more information, call (617) 724-0928 or visit *http://intranet.partners.org/AboutPartners/Awards&Recognition/MLK.htm.*

In addition, the Association of Multicultural Members of Partners will host a Martin Luther King Day breakfast Jan. 18, at 8 am in the East Garden Dining Room. For more information, call Ron Greene at (617) 724-8252.

Submit news tips and story ideas to the *MGH Hotline*

Contact editors by phone
Victoria Brady, editor, at 724-6433; or
Catherine Deely, assistant editor, at 724-2753; or
by fax to 726-7475;
by e-mail to *Hotline@partners.org* or
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(617) 726-2206

January 18, 2002

MGH HOTLINE

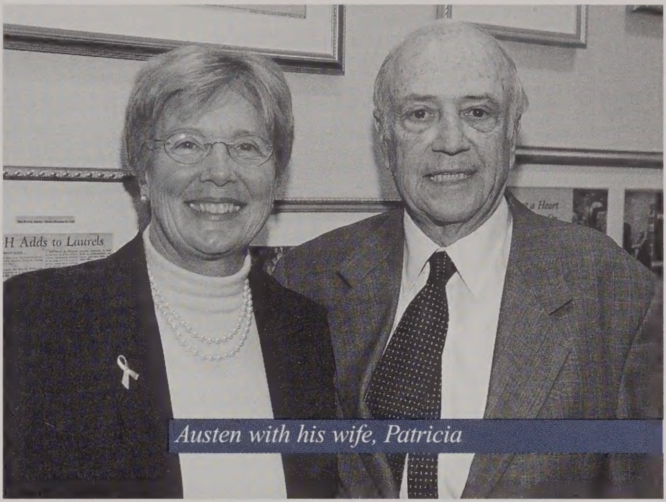
A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Conference room dedicated to renowned MGH physician

Room 207C in the Bulfinch Building is just an ordinary conference room no longer. It has been transformed into a living tribute to one of the MGH's most beloved physicians: W. Gerald Austen, MD.

In a special celebration Jan. 7, the room was officially dedicated to Austen with the help of many friends and colleagues. Among the guest speakers were James J. Mongan, MD, president of the MGH; Andrew Warshaw, MD, chief of MGH Surgery; Larry Ronan, MD, of MGH Internal Medicine Associates; Dan Ginsburg, president and chief operating officer of the Massachusetts General Physicians Organization (MGPO); and Peter Slavin, MD, chairman and CEO of the MGPO, who served as the event's emcee.

According to Slavin, transforming the MGPO meeting room into the W. Gerald Austen Conference Room resulted from a unanimous vote by the MGPO Executive Committee and was meant to be a tribute to Austen for his creation and leadership of the MGPO.


Austen with his wife, Patricia

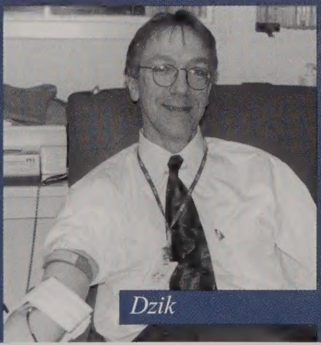
Filling the bookshelves of the conference room are awards of achievement bestowed on Austen from organizations such as the American Heart Association, the American College of Surgeons, MIT and Harvard Medical School (HMS), as well as books autographed by some of Austen's famous patients and friends. Lining the walls are many photographs and paintings — some of Austen alone and some of him with famous dignitaries such as former president Jimmy Carter. Among his favorites are photos with his colleagues and the residents and medical students that he taught. Framed newspaper articles detailing noteworthy moments in his professional life also adorn the walls, as do special awards commemorating an outstanding career that has spanned more than 46 years at the MGH.

Austen first came to the MGH in 1955 to complete his internship and surgical residency at the hospital, later serving as chief

(Continued on Page 3)

MGH Blood Donor Center asks: "Do you remember your first time?"

Walter (Sunny) Dzik, MD, co-director of the MGH Blood Transfusion Services, remembers his first time as if it were yesterday — his first time donating blood that is. Dzik, who is a regular donor, belongs to a group of MGHers who are being asked by the MGH Blood Donor Center to share their stories about their first experience donating blood and the reasons why they continue to donate. The center is surveying regular blood donors to publicize National Blood Donor Awareness Month for January and to encourage others to donate.


Dzik

Dzik, along with Sally Morton, RN, of the MGH Burn Unit, and Jim Heffernan, chief financial officer of the Massachusetts General Physicians Organization, share their first blood donation experiences with *Hotline* below.

Morton

Dzik: *I was in medical school at the University of Pennsylvania, living with four other medical students, when we heard about a leukemia patient who was in need of platelets. So, all of us decided to donate. In addition to helping this patient, my motivation was not to "chicken out." At that time [in the 1970s], platelet donation wasn't the same process as it is today. They essentially had to take our blood in four different sessions. I remember the guy who was screening me brought me a cup of coffee because he said I looked nervous. Since then, I've donated about 80 times.*

(Continued on Page 2)

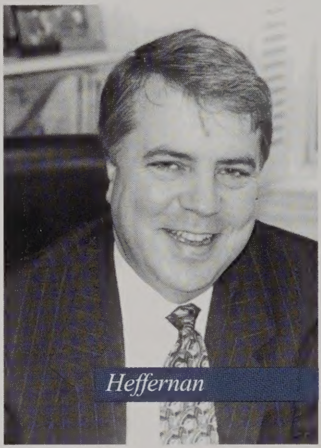
— MGH Blood Donor Center asks: "Do you remember your first time?"

(Continued from Page 1)

As a donor, I want to take advantage of the opportunity to possibly save someone's life. As the co-director of Blood Transfusion Services, I not only see the value of saving human life by donating, but I am very aware of the fragility of our blood supply. We don't have an endless supply, and I think that if more people knew how fragile the supply is, they would donate all the time.

Morton: *I remember that I was so young and naïve when I first donated blood. I remember feeling that it was almost like having a baby — not that it was painful, but I felt like I was giving life to someone else. I also remember a funny moment when my husband and son came to the hospital to donate platelets with me. Since platelet donation takes longer [two hours], we could watch a movie while donating. After a while, my husband looked over at me and saw me crying. Obviously concerned that I was in pain from donating, he said: "Sally, what's wrong?" And I replied: "I'm fine; it's just the movie!" We happened to be watching "Free Willy." I continue to donate because it is so easy to do, and it can mean so much to so many patients. Working in the MGH Burn Unit, we use a lot of blood products, so I see firsthand how important it is to keep the blood supply at a safe level.*

Heffernan: *The first time I donated was when I was in college at Boston University and came over to the MGH by trolley with a friend. We came here because my friend worked part-time weekends in a lab. Since then, I've continued to give blood because it feels like the right thing to do. I usually give platelets, since I don't mind the needles, and it gives me a chance to give more often. One of the great things about the staff at the center is that they always seem to remember me and to be glad I came to donate even if I have missed a couple of months.*



Heffernan

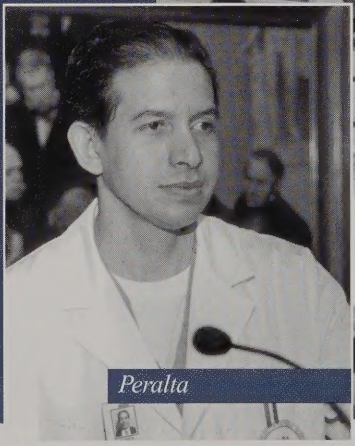
All MGHers who donate blood during the month of January will receive a free "Do you remember your first time?" T-shirt. The MGH Blood Donor Center, located on Gray 1, is open Monday through Friday, 8:30 am to 4:30 pm. For more information or to schedule an appointment, call (617) 724-9699. ●

High school students tour MGH, Shriners

Over the years, the MGH has been host to a variety of guests and visitors from all over the world. The crowd assembled Jan. 11 in the MGH Ether Dome was one of many such groups — though they may have been a bit younger than the average visitor. Students from Lawrence High School came to the MGH representing the Injury Prevention and Vocational Program for Minority High School Students in Massachusetts.

Organized by Ruben Peralta, MD, of MGH Surgery and Trauma and Critical Care, and the MGH Multicultural Affairs Office, the students' visit included tours of the MGH and Shriners Burns Hospital. The juniors and seniors were treated to a historic overview of the MGH in the Ether Dome as well as a presentation about community service programs at the hospital. The students also heard lectures and discussions about injury prevention and careers in the medical field.

At the conclusion of their trip, each student received a diploma recognizing their participation. For more information about the Injury Prevention and Vocational Program, contact Peralta at (617) 726-9591.



Peralta

Genome leaders honored with Warren Triennial Prize

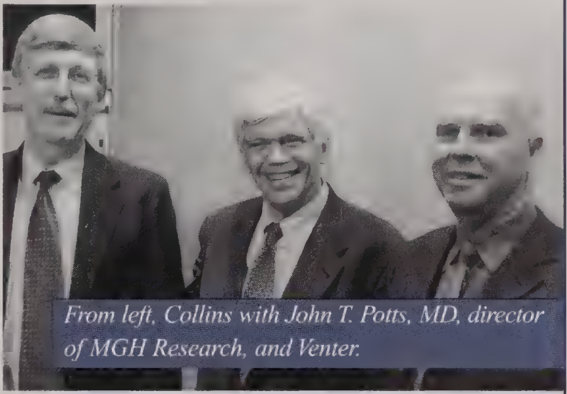
The leaders of the two scientific teams that jointly published a first draft of the human genome were honored earlier this month with the MGH's highest award for research. Francis Collins, MD, PhD, director of the Human Genome Research Institute at the National Institutes of Health, and J. Craig Venter, PhD, president and chief scientific officer of Celera Genomics Corporation, received the 2001 Warren Triennial Prize, established in 1871 in honor of John Collins Warren, MD, co-founder of the MGH and its first surgeon.

In his lecture on Jan. 7, Venter described the technique he and his colleagues developed for sequencing genes, one which focuses only on those segments of DNA that are actually translated into RNA and eventually into proteins. Venter's group was able to produce a huge number of DNA segments, which were matched and assembled by powerful computer programs in what has been termed the "whole genome shotgun approach." He noted that, as science moves from decoding the genome into addressing the structure, function and interaction of the proteins encoded in DNA — a discipline called proteomics — the need for new computational and mathematical tools becomes even more critical. "The biggest challenge in computing today is understanding the human genome and human biology," he said.

In his Jan. 8 lecture, Collins predicted where genome research might lead in the future. The next five to seven years could see identification of major genes involved in susceptibility to conditions such as heart disease, diabetes and mental illness, problems that result from the interaction of several genes with environmental factors. Ten to 20 years in the future may find development of both preventive and therapeutic medications based on individual genetic variations, accompanied by successful gene therapy interventions for illnesses caused by changes in a single gene or a few genes.

Collins also noted that, while many of the scenarios about "designer babies" that have been discussed in the media are not realistic, educating the public about the implications of genetic medicine and addressing the ethical and social implications are essential. "As a society, we have to figure out the limits," he said. "And we have to be open about what we know and what we don't know."

Since 1953, the Warren Triennial Prize has been associated with an invited lectureship. Generally, two awardees have shared the honor each year. Fourteen of the Warren Triennial Prize winners subsequently have won the Nobel Prize, and two Nobel winners later have given Warren lectures. ●


From left, Collins with John T. Potts, MD, director of MGH Research, and Venter.

— Conference room dedication

(Continued from Page 1)

surgical resident in 1960. In 1966, he had the honor of being named the second youngest full professor of Surgery at HMS at the age of 36. Shortly following this distinction, he became chief of MGH Surgical Services in 1969 at the age of 39, a position he held for almost 29 years. During his tenure as chief of Surgery, Austen became the first CEO of the MGPO, helping to create the physician organization in 1994.

Even though he stepped down from his official MGPO duties in 1999, Austen has stayed very much involved in the hospital and the MGPO, continuing as chairman of the MGH Chiefs' Council, remaining active in fundraising for the hospital and serving as an adviser to Mongan, Slavin and to Samuel O. Thier, MD, Partners president and CEO. Austen still is active at HMS, where he is the Edward D. Churchill professor of Surgery.

"Jerry Austen's enormous contributions have done much to help shape this institution and the MGPO," says Mongan. "His wisdom and understanding of the MGH and its complexities have helped guide the hospital and our physicians during challenging times in this ever-changing health care environment. We are extremely grateful for the wonderful relationship Jerry has fostered between the hospital and the physicians over the years. He truly has been an extraordinary friend, adviser and colleague to all of us." ●

Help wanted: Judges for Timilty Science Fair

The MGH/Timilty Partnership seeks MGHers to judge student projects during the annual Science Fair Week at the James P. Timilty Middle School in Roxbury. No science background is necessary. Enthusiasm and an interest in helping a future generation of potential scientists are a must.

Volunteers are needed to judge projects Feb. 11 to 14, from 9 to 11 am. MGHers can volunteer to judge on one or more days. Round-trip transportation to the Timilty school is provided, departing from the MGH at 8:30 am and returning at 11:30 am.

To volunteer to be a judge, contact the MGH/Timilty Partnership at (617) 724-3210, by e-mail at *timilty@partners.org* or visit the Partnership's website at *http://timilty.boston.k12.ma.us/mgh.*

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MGH**HOTLINE**

WHAT'S HAPPENING

Bloodmobile at CNY

In honor of National Blood Donor Awareness Month, the MGH Bloodmobile will be at CNY, Building 149, Jan. 30, from 8:30 am to 2 pm. For an appointment to donate blood, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org*. Each donor will receive a T-shirt. Future dates for blood donation opportunities at CNY are March 27, May 22, July 24, Sept. 25 and Nov. 20.

Genetics and clinical research presentation

The Human Research Committee and the Clinical Research Program (CRP) are sponsoring "Genetics and Clinical Research: Issues in the Protection of Human Subjects" Jan. 30, from 4 to 5 pm in the O'Keeffe Auditorium. The influx of information about human genetics and genomics is creating new opportunities for clinical research, but also raises questions regarding the protection of the rights of research participants. This presentation will review some major issues involved in the protection of human subjects in genetics and genomics research, including defining genetic testing and genetics/genomics research, returning research results, consent of family members, as well as DNA and tissue banking. Registration is recommended. To register, visit the CRP website at *www.crnet.mgh.harvard.edu.* For more information, call Marilyn Trinidad at (617) 726-5010.

MassGeneral Hospital for Children birthday celebration

MassGeneral Hospital for Children will celebrate its second birthday with a party in the Main Corridor, Jan. 23 at 2 pm. Cake will be served, and all MGHers are invited to stop by. For more information, call Trish Murray at (617) 724-1974.

Martin Luther King Day celebrations

MGH employees and staff are invited to "A Celebration of the Legacy of Rev. Martin Luther King, Jr.," Jan. 25, at 9 am in the O'Keeffe Auditorium. Julian Bond — a noted writer, speaker and civil rights activist who serves as chair of the National Association for the Advancement of Colored People — will speak at the event. Bond also will speak the same day in the Cabot Atrium at BWH, from 3 to 4 pm. Admission to both celebrations is free, and seating will be on a first-come, first-served basis. For more information, call (617) 724-0928 or visit *http://intranet.partners.org/AboutPartners/Awards&Recognition /MLK.htm.*

MGH, Partners, Institute childcare center opening

The Children's Quarters of the MGH Institute of Health Professions, a licensed childcare center providing developmentally appropriate care to children 2 to 6 years of age, will open Feb. 5, 2002. Located in the Catherine Filene Shouse Building — formerly Building 36 at CNY — the center is open to children of members of the Charlestown community and to MGH, Partners and Institute employees. Tuition is $915 per month. For more information or to receive an application, contact the MGH Children's Center at (617) 726-5437.

In memoriam

Anthony Kirvilaitis, Jr., of MGH Patient Care Services (PCS), died Jan. 14 after a long battle with cancer. Kirvilaitis worked at the MGH for 16 years. As a training coordinator in The Center for Clinical & Professional Development, he trained hundreds of support staff. He also was an ordained Roman Catholic priest and served as an on-call chaplain for the hospital.

A special Department of Nursing award will be established in his memory. According to Jeanette Ives Erickson, RN, MS, senior vice president of PCS and chief nurse, two awards will be given each year to nursing support staff who exhibit the values and characteristics that Kirvilaitis lived by. "We will miss Tony's compassion, honesty, his commitment to patients and families, his coaching abilities, patience and sense of humor," she says. "I hope that celebrating Tony's legacy in this way will keep his memory alive and will help all of us who knew him begin to heal."

The award will be called the Anthony Kirvilaitis Jr. Partnership in Caring Award. A memorial service is being planned.

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January 25, 2002

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

The iBridge project: Launch in February

Human Resources • Payroll
iBridge
... access just got easier

The iBridge project, which is a web-based human resources, payroll and timekeeping software system, will be launched hospitalwide in February. Supervisors and managers then will have desktop access to human resources and payroll information at their Partners workstations. In the near future, employees also will be able to perform routine tasks such as changing an address or updating emergency contact information, either at their desktops or at kiosk terminals in the Human Resources or Payroll departments.

Some policies and practices will be affected by the new system. For example, employees can expect to see a new look for their paychecks. Paychecks still will be in a self-seal format but will have more details, including some new names for line items. Samples of the new style will be available to employees prior to their receiving the first reformatted check.

Once iBridge is implemented, timekeepers no longer will have to make decisions about the application of pay policies. The timekeeping system has been programmed with all the necessary rules and regulations, such as hours eligible for off-shift differential, overtime, etc. The calculations will be made consistently and will adhere to labor laws and MGH policies.

Because of the new functions offered in the iBridge system, some options such as advanced vacation/earned time no longer will be available. Earned time accruals will be made after the current week's hours have been paid. Questions about pay and human resources policies may be directed to supervisors, managers or Partners Human Resources Department generalists.

Once iBridge has been launched, plans will begin for the self-service system for employees. This system will allow MGHers to access and update their records through a website. More information about the rollout of employee self-service will be available at a later date.

AMMP honors Martin Luther King legacy

As the nation celebrated the life and legacy of civil rights pioneer Rev. Martin Luther King, Jr. this week, Partners employees shared their own thoughts and feelings, both about King and about his impact on the lives of "everyday people." The Association of Multicultural Members of Partners (AMMP) hosted a program of personal, musical and spiritual reflection in the East Garden Room Jan. 18. The speakers included Ronald Greene, RN, of MGH Case Management and chair of AMMP; Mary Williams, RN, of the MGH Burn Unit; Jacqueline Dejean, of MGH Radiology; Robert Hughes, MD, of the Bulfinch Medical Group; Johnnyne Sampson-Sharp, of Gray 7; Kate Treadway, MD, of MGH Internal Medicine; Carmen Vega-Barachowitz, MS, CCC-SLP, of MGH Speech and Language Pathology; Cathy Castronova, RN, of MGH Case Management; Jacqueline Gross, of MGH Nutrition and Food Services; and Jeff Davis, senior vice president for MGH Human Resources. They discussed what King and his lessons meant to them, conveying their experiences both in words and song. The celebration concluded with a preview of one of the "Faces of MGH" murals. Developed during the past year, the three murals will be unveiled at a later date. ●

Greene displays a preview of the mural.

Bowditch Award recognizes excellence, experience

The annual Nathaniel Bowditch Award, created two years ago to recognize those who have made significant contributions to improving the quality of care while reducing costs, was presented last week at a luncheon honoring the nominees. This year's winner was Daniel I. Rosenthal, MD, of MGH Radiology, who received an award certificate, a Bowditch Award lapel pin and a check for $5,000.

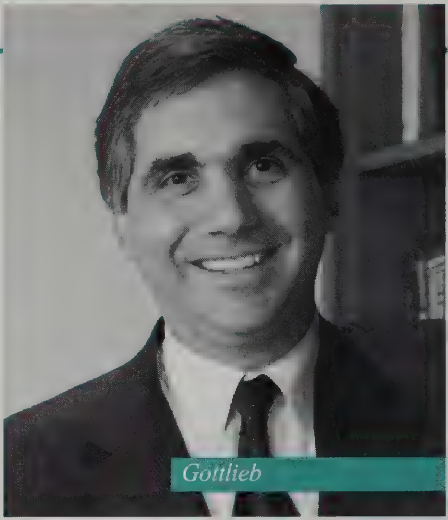
Andrew L. Warshaw, MD, MGH surgeon-in-chief, chaired the selection committee. "The committee had a very difficult time selecting a winner for this award," he said. "All those nominated have made a tremendous contribution to the hospital, not just in the past year, but throughout their years of medical practice."

Jeff Davis, senior vice president for MGH Human Resources, nominated Rosenthal for his work in diagnosing and treating osteoid osteomas, which are benign tumors that grow on or near bone. Rosenthal developed a technique for removing such tumors using radiofrequency ablation.

Warshaw also recognized and congratulated the other nominees and presented each with a nomination certificate and lapel pin. James J. Mongan, MD, president of the MGH; Peter Slavin, MD, chairman and CEO of the Massachusetts General Physicians Organization; and Edward Lawrence, chairman of the MGH Board of Trustees, also spoke at the event.

From left, Mongan, Rosenthal and Warshaw

The award was established by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch (1773-1838), a pioneer in celestial navigation. Bowditch's two sons were important figures in the history of the MGH. Nathaniel Ingersoll Bowditch served for several years as a trustee, both as a chairman and as vice president of the MGH Corporation. He also was responsible for writing the first volume of the MGH's history, which he published at his own expense. Nathaniel's brother, Henry, was a house officer at the MGH in 1832, serving under MGH co-founder James Jackson, MD. Henry Bowditch became a leader in the treatment of diseases of the chest and is credited with introducing an operation to relieve pressure in the pleural cavity, the area surrounding the heart.



Gottlieb

Gottlieb selected as new president of BWH

Seasoned academic leader and hospital executive Gary Gottlieb, MD, MBA, has been chosen to succeed Jeffrey Otten as president of Brigham and Women's Hospital (BWH). Otten last November announced his intention to step down after nearly nine years at the hospital. Gottlieb's appointment is effective March 1.

In addition to serving as president of BWH, Gottlieb also will assume the presidency of Brigham and Women's/ Faulkner Hospitals (BW/F) and will serve as a member of the BWH and BW/F Boards of Trustees.

Gottlieb currently serves as the chairman of the Partners Psychiatry and Mental Health System and as professor of Psychiatry at Harvard Medical School, a position he has held since 1998. From 2000 to 2001, Gottlieb served as president of the Partners-affiliated North Shore Medical Center.

"Gary's strengths as an administrator, researcher, teacher and advocate will serve the community well," says Samuel O. Thier, MD, president and CEO of Partners. "It is clear that he has the rare ability to look beyond the present. We look forward to his leadership at the helm of BWH."

Annual MGH research meeting, symposium and poster session

The MGH research community will host its annual Scientific Advisory Committee (SAC) meeting, including its annual research symposium and poster session, early next month.

The 26th annual MGH Research Symposium and Poster Session will be held Feb. 6. The poster session, which runs from noon to 2 pm in the Wellman Conference Room, will feature 67 posters shown by MGH researchers. In addition, eight students from the James P. Timilty Middle School will display their science fair posters.

The symposium will include a presentation by Robert Langer, MD, who is the Kenneth J. Germeshausen Professor of Chemical and Biomedical Engineering at MIT and a member of SAC. He will deliver the keynote address, "Biomaterials and How They Will Change Our Lives," at 2:30 pm in the O'Keeffe Auditorium.

The symposium also will include presentations by Joseph Vacanti, MD, director of Tissue Engineering Research in MGH Surgery, and Raju Kucherlapati, PhD, director of the Harvard Medical School-Partners Genetics Program, from 3:45 to 5:45 pm.

The 55th annual SAC meeting will be held Feb. 7 in the Wellman Conference Room. The meeting starts at 8:20 am with reports from the MGH Executive Committee on Research (ECOR) leadership. It also will include updates on the state of MGH research from John Parrish, MD, chairman of ECOR; Ronald S. Newbower, PhD, senior vice president for Research and Technology; and Richard Bringhurst , MD, vice chairman for MGH Research Space Management, as well as other faculty members. A panel discussion, "Focus on Faculty," will be held from 10:15 to 11:30 am. The final session, from 11:15 am to 12:15 pm, will include a discussion about the Center for the Integration of Medicine and Innovative Technology (CIMIT) and genetics initiatives.

For more information, visit *http://mghra.partners.org,* call Toni M. Donarumo at (617) 726-1708 or send e-mail to *tdonarumo@partners.org.*

MGH launches mercury containment initiative

Mercury — best known as the silver liquid found in thermometers — is a toxic compound that can cause damage to the central nervous system and induce other serious illnesses. Because of these dangers, regulatory authorities such as the Massachusetts Water Resource Authority (MWRA) have been joining with industries and businesses for decades to regulate the release of mercury into the environment, particularly the public water supply. For years, the MGH has been working with these authorities to reduce the amount of mercury that is inadvertently discharged into waste water by substituting products and disposing of mercury-containing materials as separate hazardous waste.

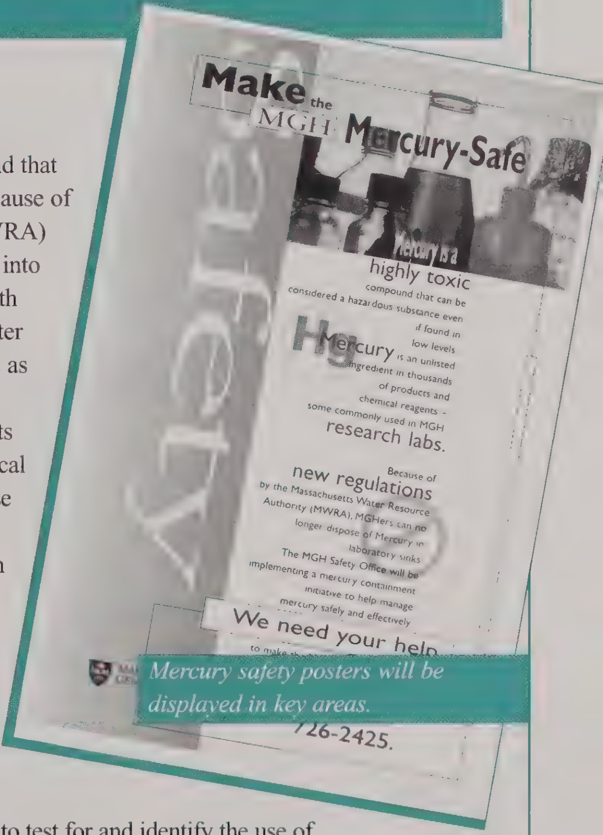
Quality
Safety

Trace mercury may be an unlisted ingredient in thousands of products and chemical reagents, several of which are used in MGH labs and clinical areas. The MWRA recently notified the MGH, and other institutions that use such products, that they must further reduce the amount of mercury found in waste water effective July 1. The new allowable discharge concentration has been reduced from 4 parts-per-billion to 1 part-per-billion.

The MGH has launched a new phase of its ongoing Mercury Containment Initiative to help eliminate the unintentional discharge of this toxic compound into the sewer system. This project, which primarily will be directed to MGH research areas, will aid in efforts to improve the environment and will continue the MGH tradition of being a good environmental citizen. The MGH Safety Office is implementing a multiphase strategy to reduce mercury discharge concentrations at the main campus and at CNY.

One aspect of the initiative will examine the chemicals and reagents in use at both locations to test for and identify the use of undocumented mercury-containing materials. MGHers can support this effort by providing information regarding material usage when requested. Alternative handling and disposal proposals will be developed following completion of this phase of the program.

For more information, contact Elisabeth Wilson of the MGH Safety Office at (617) 726-2425 or visit *http://phsweb17/ref/u&e/mercweb.* ●



Mercury is a highly toxic compound that can be considered a hazardous substance even if found in low levels

Mercury is an unlisted ingredient in thousands of products and chemical reagents - some commonly used in MGH research labs.

Because of new regulations by the Massachusetts Water Resource Authority (MWRA), MGHers can no longer dispose of Mercury in laboratory sinks

The MGH Safety Office will be implementing a mercury containment initiative to help manage mercury safely and effectively

We need your help

726-2425.

Mercury safety posters will be displayed in key areas.

Hotline is printed on recycled paper.
Please recycle *Hotline* in any white paper recycling box.

MGH**HOTLINE**

WHAT'S HAPPENING

EAP work/life seminar

The MGH Employee Assistance Program (EAP) will sponsor an eldercare planning seminar Feb. 14, from noon to 1 pm in the Wellman Conference Room. Barbara Moscowitz, LICSW, of MGH Senior Health, will discuss the considerations and decisions facing elderly relatives and their family caregivers. Topics will include types of care, living options and planning ahead for the best available assistance. For more information, call the EAP at (617) 726-6976.

Nutrition grand rounds

Walter C. Willett, MD, Harvard School of Public Health professor of Epidemiology and Nutrition and chairman of the Department of Nutrition, will present "Controversies and Science: Looking at the Food Guide Pyramid" in a special MGH Nutrition grand rounds Jan. 29. The session will be held at 2 pm in the O'Keeffe Auditorium, with a reception to follow. For more information, contact Martha Lynch, MS, RD, at (617) 726-2587.

Bloodmobile at CNY

In observance of National Blood Donor Awareness Month, the MGH Bloodmobile will be at CNY Building 149 Jan. 30, from 8:30 am to 2 pm. To make an appointment to donate blood, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org*. Each donor will receive a free T-shirt. Future blood donation opportunities at CNY will take place March 27, May 22, July 24, Sept. 25 and Nov. 20.

Timilty Science Fair judges wanted

The MGH/Timilty Partnership is looking for employee volunteers to serve as judges at the annual James P. Timilty Middle School science fair, Feb. 11 through 14, from 9 to 11 am. Volunteers may sign up for a two-hour judging shift on one or more of the available days. No science background is necessary, and round-trip transportation will be available. For more information or to volunteer, call (617) 724-3210 or send e-mail to *timilty@partners.org*.

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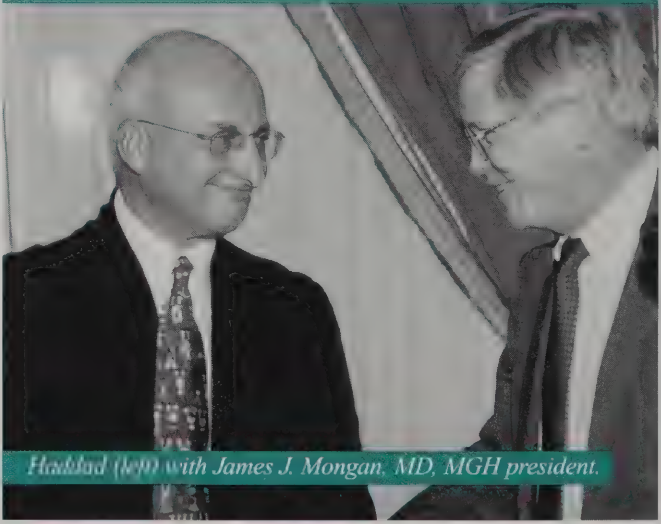
IN GENERAL

William F. Crowley, Jr., MD, of the MGH Reproductive Endocrine Unit, has been named president of the Endocrine Society. The society is the largest professional organization of endocrinologists in the world, with more than 10,000 members internationally. Crowley also recently was selected as the recipient of the General Clinical Research Centers (GCRC) Program's 14th Annual Award for Excellence in Clinical Research. The national award will be presented during the GCRC program directors' annual meeting in April.

Robert B. Colvin, MD, chief of MGH Pathology, and **Rudolph E. Tanzi, PhD,** of MGH Neurology, recently were named fellows by the American Association for the Advancement of Science (AAAS). Colvin received the honor for his contributions to the understanding of the immunopathology of renal disease and for his leadership in pathology education and research. Tanzi was recognized for his contributions to the genetics of neurological disease, particularly Alzheimer's, and for his book *Decoding Darkness*. Colvin and Tanzi will join 286 other new fellows in receiving official certificates and pins at the 2002 AAAS Annual Meeting in Boston Feb. 16.

A fond farewell: MGHers salute Haddad's years of service

Devoted friends and grateful colleagues bid farewell to Ernest M. Haddad Jan. 16 at a special reception to celebrate his 21 years of service at the MGH and Partners. Haddad left his position as general counsel at the end of 2001. He plans to return to a position at Boston University School of Law, where he served as a faculty member and dean from 1966 to 1971. Haddad will continue working with Partners and its affiliates on a consulting basis.



Haddad (left) with James J. Mongan, MD, MGH president.

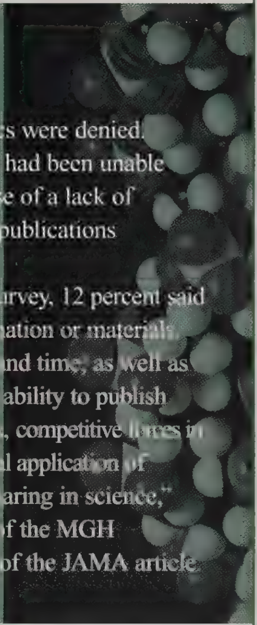
February 1, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

Study examines data withholding in academic genetics



While it is generally acknowledged that the progress of science depends upon the free exchange of resources and knowledge, a new study finds that data, materials and information often are kept secret in academic genetics. "The ability to reproduce scientific information is important," says Eric G. Campbell, PhD, of the MGH Institute for Health Policy. "When people don't share published resources, the rate of scientific advance may be slowed." Campbell is first author of the study, which appears in the Jan. 23 issue of the *Journal of the American Medical Association* (JAMA).

The researchers surveyed geneticists and other life scientists at 100 leading U.S. research universities. They found that 47 percent of geneticists who asked other faculty for materials relating to published scientific findings had been denied at least once during the past three years. Overall, 10 percent of all post-publication requests for additional information in genetics were denied. Twenty-eight percent of geneticists said they had been unable to replicate published research results because of a lack of access, and a quarter had to delay their own publications because of data withholding by their peers.

Among the geneticists responding to the survey, 12 percent said they had denied requests for their own information or materials. They cited such reasons as a lack of money and time, as well as the need to protect their own and colleagues' ability to publish future research findings. "Resource limitations, competitive forces in academic science and the potential for commercial application of research all work against the ideal of open sharing in science," says David Blumenthal, MD, MPP, director of the MGH Institute for Health Policy and senior author of the JAMA article.

Illuminating a lesson and a legacy: Julian Bond visits the MGH

As MGH and Partners employees filed into the O'Keeffe Auditorium Jan. 25, they were faced with a daunting task: finding an empty seat for a presentation by Julian Bond, PhD, featured guest speaker at the Partners and MGH celebration of the legacy of Rev. Martin Luther King, Jr. Currently chair of the National Association for the Advancement of Colored People, Bond boasts a long and distinguished record as a writer, scholar, legislator and educator.

In his speech, Bond drew from his own personal experiences, such as being the grandson of a Kentucky slave, to discuss the changing face of the civil rights landscape in the United States, encompassing present-day issues in the wake of the Sept. 11 tragedy.

Bond, who once was a student of King's, also cautioned against the trend of oversimplifying the late leader's message into something "selective and antiseptic."

Julian Bond, third from left, meets and greets MGH employees after his presentation.

"We tend to look backward from the present and see Martin Luther King as he was never seen in life," Bond said. "We share the martyr's dream and marvel at what he was able to accomplish, but we have blurred the picture of the whole man. Today's battle requires no less of an effort than the leaders of the original movement gave, but we should take heart — although there is more to be done, we also have more to do it with."

Ronald A. Greene, RN, of MGH Case Management and chair of the Association of Multicultural Members of Partners, introduced solo vocalist Renese E. King,

(Continued on Page 2)

2002 Claflin Distinguished Scholar Awards applications available

Applications for the 2002 Claflin Distinguished Scholar Awards now are available for junior faculty members interested in supplemental funding for research. Sponsored by the Executive Committee on Research and the MGH Office for Women's Careers, the awards provide funding for junior faculty to sustain research productivity during their child-rearing years. This transitional funding is intended to increase opportunities for women to advance to senior positions in academic medicine. Four awards will be given to eligible candidates for either basic or clinical research, to cover up to $30,000 in direct costs per year over a two-year period.

To qualify, MGH staff members must be MDs or PhDs with Harvard Medical School academic appointments at the instructor level or above. They also must provide evidence of strong research training, productivity and a well-defined focus in either basic or clinical research.

The awards are named in honor of Jane D. Claflin, honorary hospital trustee, who originally chaired the MGH Women in Academic Medicine Committee. That committee helps to facilitate the careers of women in science at the MGH.

Applications should be submitted by Feb. 14 to: MGH Research Management, Grants and Contracts, 50 Staniford St., 10th Floor, Suite 1001. For more information, visit *http://mghra.partners.org.*

— Illuminating a lesson and a legacy

(Continued from Page 1)

who performed inspirational music with the Re-Union Choir of Union United Methodist Church.

Jeff Davis, senior vice president for MGH Human Resources, served as master of ceremonies, introducing James J. Mongan, MD, president of the MGH.

Mongan highlighted some of the hospital's ongoing diversity programs, praising MGHers for their commitment to embracing racial and religious differences before and after Sept. 11. "The immediate response of our employees to bring solace to each other and to our patients in the aftermath of the terrorist attacks illustrates the dedication of our hospital to the true meaning of diversity," he said. "As we struggle along with the rest of the country to make sense of these terrible events, we have the opportunity to keep this renewed sense of unity alive — and to make sure that it endures."

The program closed with remarks by Peter Slavin, MD, chairman and CEO of the Massachusetts General Physicians Organization. After the program, Bond was on hand to greet employees and sign autographs at a reception in the Bulfinch Trustees Room. ●

The Re-Union Choir performed at the celebration.

The iBridge project: Change in paychecks

Changes already are under way for the implementation of the iBridge project at the MGH, which began Feb. 1. The iBridge project is the human resources, payroll and timekeeping system that will allow Partners and its member organizations to be connected through a fully integrated web-based process.

One of the first differences that employees will notice is the new look of their paychecks and direct deposit advices (stubs). Paychecks still will be in a self-seal format, but now will feature more details.

For example, employees will see more information about their earned time and extended sick leave. New details, such as pay group, business unit, department contact and department location, now will be listed at the top of each paycheck document. A net pay distribution section will indicate whether an employee is being paid by check or direct deposit, with the check or advice number listed next to the amount.

The deductions category will be grouped by type, such as before-tax, after-tax and other deductions. Employees should note that the deduction amounts may have changed slightly because of a new calculation method. The rate of pay also will be shown to six decimal places.

Samples of the new checks were sent to employees this week, and the actual paychecks and direct deposit advices will be distributed Feb. 7. For more information about the new paychecks, employees are encouraged to talk to their department timekeeper or manager. ●

Picking up the PACE: New patient administration project announced

After several years of discussions and planning, the MGH and the Massachusetts General Physicians Organization (MGPO) are embarking upon a new hospitalwide project that will change the way in which the hospital and its clinicians interact administratively with patients. Information about the new program was explained to project leaders and participants at a special retreat Jan. 17.

The project, called Patient Administrative Cycle Enhancements (PACE), will redesign administrative processes associated with patient care, provide state-of-the-art technology to support these streamlined processes and ultimately provide a significant financial benefit to the hospital.

According to Nancy Gagliano, MD, vice president for MGH Physician Practice Management and Service Improvement and one of the project's sponsors, PACE will reengineer the registration and referral processes both for the hospital and for the MGPO. "One of our goals is to increase patient satisfaction by making our main administrative operations more consistent, efficient and customer-friendly," says Gagliano. "This includes everything from scheduling an outpatient appointment to tracking financial data and processing insurance information."

Another goal of PACE is to simplify patient information systems. The hospital and the MGPO currently use multiple systems — such as PATCOM, PCIS and IDX — which require employees to move back and forth between various computer screens. The PACE project will streamline and simplify these operations and provide technological support for system redesigns. "Not only will PACE create an environment that is more patient-focused, but it also will redesign our work to make it easier for employees to serve our patients better," says Jim Heffernan, chief financial officer for the MGPO and a PACE project sponsor. "Patients can access services easily enough, but administratively problems arise because our systems are too complicated. PACE will change that."

The promise of improved fiscal performance for the hospital and the MGPO is a driving force behind the substantial organizational commitment to the PACE project. With an investment of $22 million over the course of three years, PACE is the largest capital project for this fiscal year. Most of the operating expenses will go toward establishing a contact center, which will be a centralized unit of employees focusing proactively on patient registration, referral management and financial counseling.

According to Sally Mason Boemer, vice president of MGH Finance and the third PACE project sponsor, the majority of the financial benefit will come from decreasing claim rejections from payors. "We hope to increase our payor collection rate significantly," says Mason Boemer. "Insurance companies change their systems all the time, so we need to update our systems accordingly to ensure better relationships with our payors. There is a significant financial risk if we don't move ahead with this project — we will continue to lose money in rejected claims."

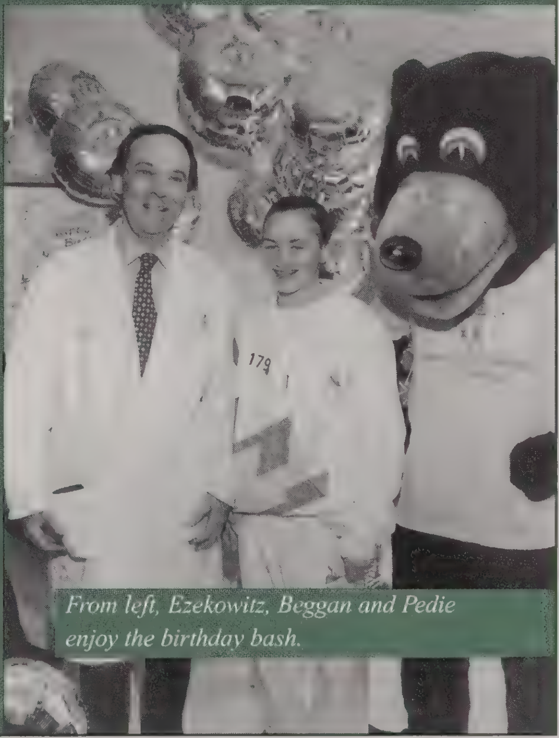
Staff involved with the PACE project note that this will be a large and complicated initiative, requiring MGHers' cooperation and support. "We face many challenges with a project of this magnitude," says Mason Boemer. "With the commitment and enthusiasm of our employees, along with ongoing communication and flexibility, this project will be successful. It will make the MGH a better place for patients and staff." ●

MassGeneral Hospital for Children celebrates second birthday

A crowd of exuberant well-wishers gathered around a giant cake in the Main Corridor, where MassGeneral Hospital for Children's second birthday celebration took place Jan. 23. Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MassGeneral Hospital for Children; Patricia Donahoe, MD, chief of Pediatric Surgery; Mary Lou Kelleher, MS, RN, pediatric clinical nurse specialist; Ronald Kleinman, MD, associate chief of Pediatrics; and mascot Pedie the Bear were among those in attendance to salute two years of quality care for pediatric patients.

The party's guest of honor was Lindsey Beggan, a former cancer patient at MassGeneral Hospital for Children who recently carried the Olympic torch through the streets of Boston. Lindsey aided Ezekowitz in cutting the first slice of a special Olympic-themed cake made by the MGH Bake Shop.

"The theme of today's celebration is representative of the little things that make MassGeneral Hospital for Children a special place," Ezekowitz said. "All of you pass the torch every day, and for that we thank you."



From left, Ezekowitz, Beggan and Pedie enjoy the birthday bash.

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MGH**HOTLINE**

WHAT'S HAPPENING

Marathon training clinic
The MGH will sponsor "Running with a Purpose," a comprehensive marathon training clinic, Feb. 9, from 10 am to noon in the Wellman Conference Room. Topics will include general training principles, strengthening and conditioning, common training injuries and other relevant issues. The clinic also will feature guest speaker and triathlete Karen Smyers. For more information or to register, call Sage Orr at (617) 726-0940 or send e-mail to *storr@partners.org*.

Radiologic technologist conference
The Massachusetts Society of Radiologic Technologists (MSRT) will host its annual Boston District Conference Feb. 16, from 8 am to 4 pm in the O'Keeffe Auditorium. Topics will include "Renal Imaging," "Radiation Protection," "Imaging the Difficult Patient" and more. Technologists can obtain continuing education credits by attending the conference. The fee is $65 for MSRT members and $95 — which includes membership — for all others. For more information or to register, call (978) 897-4433.

Timilty Partnership pen pals wanted
The MGH/Timilty Partnership invites MGH employees to participate in the James P. Timilty Middle School's Promising Pals program. Participants will exchange letters or e-mails with Timilty students at least four times from February through May. For more information or to sign up for the program, call Norma Soto at (617) 635-8109.

Mentoring presentation
The MGH Multicultural Affairs Office and Office for Women's Careers will sponsor "The Dynamics of Mentoring and Being Mentored" — featuring Joan Reede, MD, MPH, MS, dean for Diversity and Community Partnership at Harvard Medical School — Feb. 27, at noon in the O'Keeffe Auditorium. For more information, call (617) 724-3832.

Submit news tips and story ideas to the *MGH Hotline*

Contact editors by phone
Victoria Brady, editor, at 724-6433; or
Catherine Deely, assistant editor, at 724-2753; or
by fax to 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.mgh.harvard.edu/pubaffairs

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MGH Public Affairs Office
(617) 726-2206

IN GENERAL

Stephen B. Calderwood, MD, chief of the MGH Division of Infectious Diseases, recently was named to the Massachusetts Bioterrorism Coordinating Council. The six-member council, newly created by acting governor Jane Swift, will work to develop a strategy for protecting the state from a potential bioterrorism attack.

Anne Klibanski, MD, chief of the MGH Neuroendocrine Unit, has been named recipient of the Endocrine Society's national Clinical Investigator Award. Klibanski will receive the award and deliver a plenary lecture at the society's annual meeting in San Francisco June 21.

Daniel B. Kopans, MD, of MGH Radiology; **James W. May, MD,** of MGH Plastic Surgery; and **Barbara L. Smith, MD,** of MGH Surgical Oncology, recently were included in *Redbook* magazine's national list of "Top Breast Cancer Doctors." The physicians were recognized by their peers as exceptional practitioners in their areas of specialty.

The MGH Treadwell Library has won the contract to serve as the Consumer Health Reference Center for 1,600 libraries throughout Massachusetts. The library is both a resource for consumer health information and a clearinghouse for referrals to appropriate health organizations.

In memoriam

Charles Weingarten, MD, of MGH Medicine and Spaulding Rehabilitation Hospital (SRH), died Jan. 6 after a long battle with lymphoma.

Weingarten until recently had been director of Primary Care at SRH. He also had previously served as the first medical director at SRH, as assistant chief of MGH Medical Clinics and as chief of Medicine both at McLean Hospital and at Harvard University Health Services.

Weingarten is survived by his wife, Jane; sons, Steven and James; and daughter, Robin. All colleagues and friends are invited to attend a memorial service in Weingarten's honor Feb. 4, at 1 pm in the eighth floor chapel at SRH.

February 8, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Applauding accomplishment: MGHer recognized as 2002 YMCA Black Achiever

As hundreds of MGH employees gathered in the O'Keeffe Auditorium to hear the words of Julian Bond, chairman of the NAACP, at a special Martin Luther King Day celebration Jan. 25, they also had the opportunity to recognize the achievements of a special member of the hospital family. Samuel Roberts, coordinator for MGH Volunteer Services, was named a 2002 YMCA Black Achiever. Rhuvette Ross, of Partners Information Systems, and Tarma Aderinkomi, RN, of BWH Nursing Services, were the other Partners honorees. A formal awards gala at the Boston Marriott Copley Place was held Jan. 31 to recognize the winners.

Roberts

The Black Achievers program salutes African-American professionals with outstanding accomplishments both in their careers and in their personal commitment to mentoring young people. Honorees are selected from throughout the Greater Boston community and represent a wide variety of professional pursuits and backgrounds.

Oswald Mondejar, of Human Resources, lauds Roberts as "a person who willingly invests his time and energy in individuals and in the community. It is no surprise that Sam was nominated by his colleagues for this prestigious award."

Roberts — who has been an MGH employee for 26 years — is responsible for interviewing, orienting and finding assignments for the approximately 1,200 volunteers who serve the hospital each year. He has formed numerous mentoring relationships with students and young adults in the community. Roberts also leads the MGH Missing Links Bicycle Team, spearheading the team's participation in rides to support several local and national charities. ●

Furthering emergency preparedness: New trauma and disaster training manual under way

The issue of disaster preparedness has taken on heightened significance, both throughout the United States and at the MGH, in the wake of the Sept. 11 terrorist attacks. Thanks to the efforts of Susan Briggs, MD, of MGH Surgery, and the opportunities afforded by a recent grant, the Harvard Medical International (HMI) Trauma and Disaster Institute is developing a new training manual — one with significant potential to carry hospital and community emergency preparedness into the future.

In addition to her work at the MGH, Briggs serves as founder and director of the International Medical Surgical Response Team (IMSuRT) and the Metro-Boston Disaster Medical Assistance Team (DMAT). The joint team — a specialized unit of the National Disaster Medical System (NDMS) — is trained and equipped for rapid deployment to perform life-saving emergency care for victims of catastrophic events like those of Sept. 11. MGHers were among the members of the NDMS teams who provided care and comfort to injured volunteers and rescue workers at Ground Zero in New York City.

In February 2001, Briggs obtained approval to develop the HMI Trauma and Disaster Institute. Directed by Briggs, the institute brings together trauma and disaster specialists from Harvard Medical School (HMS) and Harvard-affiliated teaching hospitals, with the aim of sharing their expertise globally through hands-on educational programs. "The events of Sept. 11 highlight the need for effective disaster preparedness, planning and medical response, especially in the parts of the world that lack a disaster response infrastructure," says Briggs.

(Continued on Page 2)

Briggs at Ground Zero

Gift to support MGH pain program

The pharmaceutical company Purdue Pharma L.P. of Stamford, Conn., recently gave the MGH a significant gift to support a range of programs aimed at improving the understanding and management of the most common symptom of illness and injury — pain.

The $3 million commitment from the Purdue Pharma Fund will be used to develop and expand opportunities for health care professionals to learn more about the wide range of tools and techniques for managing and treating pain. The grant also will be used to enhance the hospital's pain-focused clinical research efforts.

To recognize this contribution, the hospital's pain program now will be named the MGH Purdue Pharma Pain Center. Known for its pioneering research on chronic pain, Purdue Pharma is engaged in the research, development, production and distribution both of prescription and of over-the-counter medicines and hospital products.

"Purdue Pharma and the MGH share an unwavering commitment to finding ways to alleviate acute and chronic pain," says Jane Ballantyne, MD, of MGH Anesthesia and director of the hospital's Pain Center. "Too many people today continue to experience pain, despite the increasing number of pain relief measures available. This generous gift from Purdue will assist us in finding ways to clarify misconceptions and misunderstandings about pain and to provide caregivers with the knowledge and resources they need to help patients who are suffering from pain — perhaps needlessly."

Ballantyne

The educational initiatives supported by the gift will include the development of courses offering health care educators up-to-date information about pain, as well as necessary educational tools and effective teaching methods. Other efforts involve sponsoring continuing medical education courses for medical professionals and developing and distributing educational materials.

In 1982, the MGH established a multidisciplinary pain center, recognizing the benefits of fully assessing and analyzing pain and tailoring its management to individual patients' needs. The MGH Pain Center, which has greatly expanded during the past two decades, has remained committed to evaluating new pain therapies, techniques and practices. The center has helped to shape the field of pain management by identifying many of today's best practices, conducting innovative clinical and basic research and disseminating information to the health care community.

— Furthering emergency preparedness

(Continued from Page 1)

Key to launching the institute's worldwide programs is the Advanced Disaster Medical Response training manual, which currently is being developed through a grant awarded to Briggs by the Flatley Foundation. The three-part manual will be written by Briggs and eight HMS faculty members, and will address such potential emergency events as natural and manmade disasters and the use of weapons of mass destruction.

The publication will be used not only by the Metro-Boston DMAT, but also by the Specialty Medical Teams of the NDMS, which include the IMSuRT, Burn Specialty and Pediatric Specialty Teams. The manual will be made available on the Internet and on CD-ROM, as well as in printed form, and will be accessible to disaster medical response personnel around the world. The institute plans to translate the publication into several languages, in partnership with international disaster preparedness and planning organizations.

Briggs notes that the manual will be dedicated to the work of the late Thomas Durant, MD, who served as assistant director of the MGH. Durant was world-renowned for his humanitarian efforts on behalf of victims of international crises. ●

Boston's best: MGH physicians lauded

A number of MGH physicians have been honored as "Top Doctors" in the February issue of *Boston Magazine.* The magazine conducted a survey of more than 100 area physicians and members of the Massachusetts Nurses Association, asking them to name peers whom they would recommend to treat their own loved ones.

The following MGH physicians, listed by specialty, were recognized:

Cardiac surgery

Cary Akins, MD
David Torchiana, MD

Cardiology

Charles Boucher, MD
Roman DeSanctis, MD
Michael Fifer, MD
Eric Isselbacher, MD
Marc Semigran, MD

Dermatology

Bonnie MacKool, MD

Endocrinology

Gilbert Daniels, MD
John Godine, MD

Gastroenterology

Larry Friedman, MD
Peter Kelsey, MD
Robert Schapiro, MD

Infertility

Thomas Toth, MD

Internal medicine

Christopher Coley, MD
James Dineen, MD
Peter Gross, MD
Katharine Treadway, MD

Neurology

Lee Schwamm, MD

Obstetrics and gynecology

Robert Blatman, MD
Jeffrey Ecker, MD
Fredric Frigoletto, MD

Oncological surgery

AnneKathryn Goodman, MD
Mark Ott, MD
Barbara Smith, MD
Andrew Warshaw, MD

Oncology

Thomas Lynch, MD

Orthopædics

Dennis Burke, MD
Thomas Gill, MD
Dinesh Patel, MD

Pediatrics

Marjorie Curran, MD

Plastic surgery

James May, MD

Pulmonary

Charles Hales, MD
David Kanarek, MD
Taylor Thompson, MD

Rheumatology

Karen Atkinson, MD

Urology

Alex Althausen, MD
Francis McGovern, MD

A different kind of health care: Presentation highlights healing through the arts

From left, DeLuca-Verley and Corbat

Sophisticated technological equipment, a vast assortment of medications and complex procedures all have become hallmarks of the modern health care world. The founders of "Waking Dreams and Warrior Women," however, focused on a different tool of healing in their presentation in the MGH Ether Dome Jan. 23 — the arts.

Waking Dreams is a nonprofit organization comprised of physicians and other health care providers, patients and professional artists who strive to educate others about the integration of art into medicine as a means of healing.

The group was the brainchild of BetheAnne DeLuca-Verley, MD, a physician at Brown University Medical School who found herself viewing health care from the patient's point of view when she was diagnosed with breast cancer. As she told the crowd of MGHers gathered in the Ether Dome, DeLuca-Verley struggled with the loss of control brought about by her illness, until she found inspiration and comfort by rediscovering the love of dance she had experienced years earlier.

"In dancing, I found peace, and I felt free," DeLuca-Verley recalled. "While much of the medical care we receive today stresses healing of the physical body, the arts play a very important role in nurturing and comforting the spirit." Subsequent visits and discussions with DeLuca-Verley's neighbor, Christiane Corbat, a professional sculptor, led to the formation of Waking Dreams.

The Ether Dome presentation — which was co-sponsored by the MGH and the MGH Institute of Health Professions — culminated in a dance performance showcasing some of the artwork created by breast cancer patients who have participated in the program's "Hanging Out" collaborative sculpture projects. Using a body casting process, patients create replicas of their own torsos and decorate them to reflect personal feelings of grief, anger, loss, acceptance and hope.

The MGH currently offers several programs incorporating the arts into the healing process. Art therapist Elizabeth Cook conducts art and poetry therapy workshops through the MGH Cancer Center's HOPES (Helping Our Patients and Families through Education and Support) Program. Also, beginning this month, a new music and healing program will be featured. Lynne Davis, a certified music practitioner, harpist and psychotherapist, will lead four sessions for patients and staff Feb. 20 and 21 and March 6 and 7. For more information, call the HOPES Program at (617) 72-HOPES.

FROM THE ARCHIVES

A glimpse of MGH purchasing practices of the past

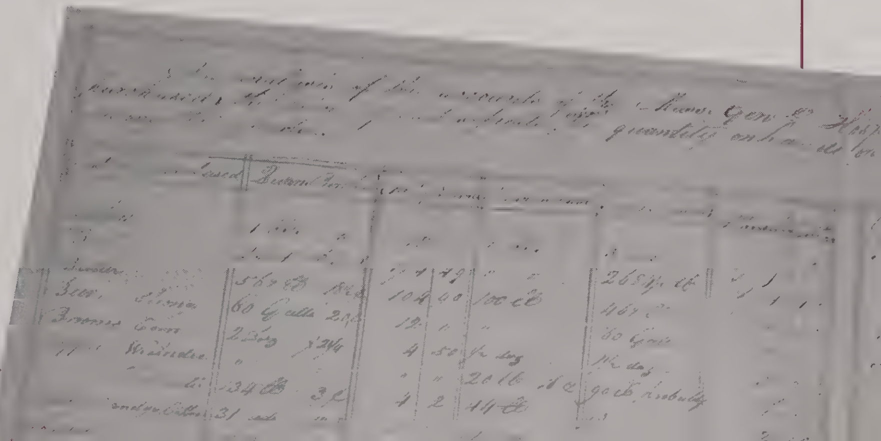
Paperwork at the MGH was less cumbersome in simpler times. All of the hospital's purchases for the first quarter of 1826 are meticulously listed on a single sheet of 15- by 19-inch lined paper, carefully preserved in the MGH Archives and Special Collections.

The chart *(shown at right)* shows articles purchased, quantity, expense and value of goods consumed during the quarter. A look at the list reveals much about life at the MGH in the 1820s, including what people ate, drank and used as supplies. Items one would expect to find at the time include such staples as apples, beef, butter, cheese, coffee, eggs and flour.

Among the more unusual acquisitions noted were "Dogs, Iron, 1 pair," which were not pets or toys for pediatric patients but rather andirons for a fireplace. "One piece of diaper" is not as puzzling as it first seems, either: "Diaper," in its original meaning, was cloth with a pattern of small repeated figures, such as diamond shapes.

The cost of items also reflected a different economic era: three rocking chairs cost $2.25 each, while 18 "common chairs" cost a mere 80 cents each. No doubt buying in bulk was thriftier, hence such entries as: "Brooms, corn, 2 doz.," "Oil, sperm [whale], 71 gallons," and "Beer, strong, 60 gallons." (Yes, beer was bought and served to patients with their meals at that time.)

The chart was painstakingly handwritten in brown ink and signed "Nathan Gurney, Superintendent." Gurney was director of the MGH from 1825 to 1833. ●



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MGH**HOTLINE**

CCFA support group

The Crohn's and Colitis Foundation of America (CCFA) hosts a support group at the MGH for people suffering from Crohn's disease, ulcerative colitis or inflammatory bowel disease. The group's next meeting will be held Feb. 19, at 6:30 pm in the Isselbacher Library on Blake 4. For more information, contact Carrie Potoff at (617) 416-4595 or send e-mail to *potoff@aol.com.*

Eldercare planning seminar

The MGH Employee Assistance Program (EAP) will sponsor an eldercare planning seminar Feb. 14, from noon to 1 pm in the Wellman Conference Room. Barbara Moscowitz, LICSW, of MGH Senior Health, will discuss the considerations and decisions facing elderly relatives and their family caregivers. Topics will include types of care, living options and planning ahead for the best available assistance. For more information, call the EAP at (617) 726-6976.

Ash Wednesday services

The MGH Chaplaincy will offer Ash Wednesday services at the MGH main campus, CNY, MGH Revere HealthCare Center and Massachusetts Eye and Ear Infirmary (MEEI) Feb. 13. At the MGH Chapel, Roman Catholic Mass will be held at 11 am and 4 pm and an Ecumenical Service will be held at 12:15 pm. Ashes will be distributed in the chapel between 9 am and 5 pm, and will be delivered once to each patient floor between 8 am and 4 pm. Ashes will be distributed at CNY Building 149 from noon to 2 pm, and from 11 am to noon in the Sweet Conference Room at 300 Ocean Ave. in Revere. Ashes also will be offered from 10:30 to 11 am in the 11th floor patient lounge at MEEI. All chapel services will be broadcast on Channel 16 on the in-house television system.

AMMP Black History Month celebration

The Association of Multicultural Members of Partners (AMMP) will host guest speaker Charles C. Yancy, member of the Massachusetts House of Representatives, Feb. 14, from noon to 1:30 pm in the Trustees Room on Bulfinch 2. Yancy will discuss "A Legacy of Struggle and Change" in observance of February as Black History Month. All Partners employees are welcome to attend.

Congenital Heart Defect Awareness Day blood drive

In conjunction with a statewide and national celebration, the MGH Blood Donor Center will hold a special blood drive in commemoration of Congenital Heart Defect (CHD) Awareness Day, Feb. 14, from 8:30 am to 4:30 pm. Donors are encouraged to give blood in honor of all those who are living with CHD and all who have died from the disease. For more information or to make an appointment to donate, call the center at (617) 726-8177.

Ethics forum

The MGH Ethics Task Force will sponsor "Ask the Ethicist: A Discussion Series for the MGH Community," Feb. 13, from 4:30 to 6 pm in the Clinics Building Lower Amphitheater. Advance questions may be submitted to Alex Cist, MD, at *acist@partners.org*. For more information, call Matt Girotto at (617) 724-4136.

Lending a helping hand

MGH employees received some eager help Feb. 1 as students from East Boston High School visited the hospital for the City of Boston's annual Groundhog Job Shadow Day. The goal of the event was to help students make the connection between classroom and workplace learning, allowing them to observe professionals at work and offer assistance when appropriate. Employees from the MGH Cancer Center, Same-Day Surgery, Office of the President, Neurology/Neurogenetics, Physical Therapy and Medicine participated in the program.

Students Stephanie McArdle and Malissa Choukas, pictured second and third from left, helped out in Same-Day Surgery with Patricia Lynch, RN, and Matthew Powers.

Submit news tips and story ideas to the *MGH Hotline*

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Victoria Brady, editor, at 724-6433; or
Catherine Deely, assistant editor, at 724-2753; or
by fax to 726-7475;
by e-mail to *Hotline@partners.org* or
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February 15, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

From Russia with love: Young patient receives heart treatment at MGH

As people across the country exchange cards and give flowers and chocolates to their loved ones on Valentine's Day, this "holiday of the heart" has a different meaning for a young patient at the MGH. Fourteen-year-old Ekaterina "Katya" Grigorieva and her mother, Masha, came to Boston from Russia to seek the help of MassGeneral Hospital for Children in treating a heart defect that Katya was born with.

According to Masha Grigorieva, she first knew that something was wrong with her daughter in 1994, when Katya was just 7 years old. The little girl complained of dizziness, sharp pain and tightness in her chest. Grigorieva took her daughter to doctors in their hometown of Simbirsk, which is a city more than 600 miles northeast of Moscow. When local doctors

(*Continued on Page 3*)

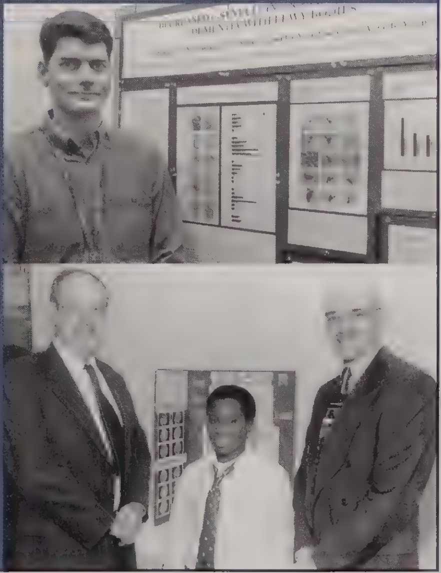
Katya (at left) with her mother, Masha.

SAC meeting celebrates, examines MGH research program

The 55th annual meeting of the MGH Scientific Advisory Committee (SAC), held Feb. 6 to 8, featured a review of the hospital's research program and a discussion of the challenges facing its future growth. The gathering began with the annual poster session Feb. 6, at which more than 60 MGH researchers presented displays about their investigations. Thirteen presentations were named "posters of distinction," and the MGHers were joined by several James P. Timilty Middle School students who had been chosen to present their science fair projects (*See article on Page 4*).

The keynote presentation at the annual scientific symposium was made by Robert Langer, PhD, of the Massachusetts Institute of Technology, who discussed the role of biomaterials in the development of new systems for drug delivery and of engineered replacements for key tissues and organs. Joseph Vacanti, MD, director of MGH Pediatric Transplantation and of the Laboratory for Organ Fabrication and Tissue Engineering, gave an overview of approaches to overcoming the key obstacle to developing living replacement organs — supplying an adequate circulatory system. Langer and Vacanti collaborate on several tissue engineering projects. Raju Kucherlapati, PhD, scientific director of the Harvard/Partners Center for Genomics and Genetics, then described how genetic studies in mice are helping researchers to unravel the genes involved in several human conditions related to chromosome 22.

The meeting of the SAC — a group of nationally distinguished scientists who advise the hospital on its research mission — took place Feb. 7. It began with reports on the steady growth of MGH research, concerns and accomplishments during the past year and the continuing search for research space. A panel discussion addressed issues affecting faculty, and updates were presented on CIMIT (Center for the Integration of Medicine and Innovative Technology) and the new Center for Genomics and Genetics. The afternoon featured a closed session among members of the SAC and the Executive Committee on Research (ECOR), which addressed research planning.



Top, right, David Miller, PhD, neurology researcher, with his poster about a rare brain disorder. Bottom, John Parrish, MD, chief of MGH Dermatology and chair of ECOR (left), and Harry Orf, PhD, director of Molecular Biology Laboratories (right), with Timilty student Steve Fleureus.

Protecting patient privacy: Informed consent

New patient privacy regulations that are included in the Health Insurance Portability and Accountability Act (HIPAA), which was passed last year, require MGHers to obtain written consent from patients regarding how employees use and share patient information.

As part of the MGH's ongoing patient confidentiality awareness campaign, below are policy changes that MGHers should know about.

The revised patient privacy standards include the following:

- Clinicians must fully inform patients about how their medical information is used.
- Health information may be shared with other clinicians only on a need-to-know basis.
- Employees may only access and/or disclose the minimum information necessary to perform their jobs.
- Patients must be allowed easy access to and influence over their health information.
- A patient's written consent must be obtained to share and use their health information for treatment, obtaining payment for services and conducting normal business operations. These operations include: quality assessment, development of clinical guidelines, case management and coordination of care, referrals to other providers and facilities, training of medical personnel, credentialing of clinicians, accreditation of health care organizations, arrangement of legal services and audits, business planning and management and general administrative activities.
- Business associates who access medical information must follow hospital requirements to protect the privacy of patient information.

"The major change in the policy is that employees will need to offer more detailed information to patients about how their health information will be used. These details will be made available to patients through the Privacy Notice, which currently is being developed," says Eileen Bryan, project manager for HIPAA at the MGH. "We also will be assessing education and training needs based upon employees' roles and will develop resources and needed materials accordingly."

At present, the MGH is involved with several HIPAA-related projects. One such project, currently in its beginning stages, is the development of a department-level assessment of how the hospital uses and discloses patient health information. A second project involves the pilot effort in the ambulatory areas to obtain patient consent.

More information about the Patient Consent for Use and Disclosure of Health Information process and the department assessment will be available in the coming months. For more information about confidentiality policies, call (617) 726-6360.

Success through selflessness: 2001 MGH United Way campaign exceeds goal

Last year was a difficult one for charitable organizations across the country. Since vast numbers of people rallied to donate to causes directly benefiting the victims of the Sept. 11 terrorist attacks, the majority of other charities weathered a significant decrease in their own earnings.

Despite a year of unprecedented circumstances, however, MGHers rallied to make the 2001 MGH United Way campaign the most successful in hospital history. MGH employees pledged $232,928 to aid United Way groups and causes, which is $26,081 more than last year's total and nearly $8,000 over the 2001 goal of $225,000. The percentage of employees giving to the campaign this year — 11 percent — also was the highest in recent years.

"This is a wonderful statement from and about the MGH community," says Debra Doroni, administrative director of MGH Surgery and this year's MGH United Way campaign co-chair, along with Alasdair Conn, MD, chief of MGH Emergency Services. "Through hard work and compassion, the hospital has given a great gift to local communities in need. What also is very important is that 50 percent of the amount raised above last year's total will come directly back to MGH Social Services."

Members of this year's MGH United Way campaign planning committee held a luncheon Feb. 6

MGH Social Services — which uses United Way funds to support such endeavors as its Inpatient Emergency Food Pack Program — will receive approximately $13,000 from this year's campaign.

For more information about the United Way campaign, visit *mgh.harvard.edu/pubaffairs/UnitedWay/uwhome.htm.* ●

— From Russia with love: young patient receives heart treatment at MGH

(Continued from Page 1)

couldn't determine what was wrong with Katya, Grigorieva sought help from physicians in Moscow. They finally diagnosed Katya a year after her first complaint of pain: she had an atrial septal defect, which is a hole in the heart wall that separates the left and right atrium, allowing deoxygenated blood from the body to mix with oxygenated blood from the lungs. If not repaired, the defect eventually can cause heart failure, heart rhythm problems or high blood pressure in the lungs.

Unable to get appropriate treatment, Katya spent the next seven years in and out of hospitals, her condition deteriorating. Weakness, fatigue, shortness of breath and dizziness plagued Katya, keeping her from engaging in activities that other kids her age could enjoy.

Finally, last year, several doctors from the United States who were visiting a hospital in Moscow examined Katya and recommended a non-invasive procedure that could vastly improve her condition. The visiting physicians knew of one place that Katya was sure to get this kind of treatment — at the MGH.

Through support from local charities and the Gift of Life program, Katya and her mother were able to come to Boston for a life-changing procedure. The Gift of Life is an international program sponsored by the Rotary Club, which provides treatment for needy children and adults suffering from life-threatening conditions.

The Grigorievas started their long journey Feb. 7 traveling 15 hours by train to Moscow, then took a 10-hour flight to New York, where they stayed with a local Russian family for two days before boarding a shuttle bound for Boston.

On Feb. 10, Grigorieva and her daughter arrived at the MGH, nervous but excited about what awaited them. Many MGHers came together to make mother and daughter's stay as comfortable as possible. Michael de Moor, MD, chief of MGH Pediatric Cardiology, was Katya's primary physician, and Wendy Jennings, RN, helped coordinate her stay with the Gift of Life program. Irene Lerman of the MGH Endocrine Unit, and a native of St. Petersburg, Russia herself, volunteered to serve as interpreter for the Grigorievas, who don't speak any English.

De Moor explains that the cardiac catheterization procedure required no incision — just a needlestick — and caused no pain. A catheter through the femoral vein in Katya's leg was guided up to the heart to implant a device that would permanently block the hole in the septum wall. The "Amplatzer" device, which was approved by the Food and Drug Administration in November, was donated by AGA Medical Corp. for Katya's treatment. According to de Moor, who performed 60 of the procedures while the implant was in the clinical trial stage, the hour-long procedure was successful.

"Fortunately, Katya didn't have to endure a heart operation, which would require four hours of surgery and a longer recovery," he says. "She will be able to go home next week and live a normal life as an active teenager."

No one is more pleased with the results than Grigorieva. When asked through her interpreter about Katya's stay at the MGH, she said with a broad grin: "There are no words to describe my feelings. She finally will be healthy and able to do what other children can do."

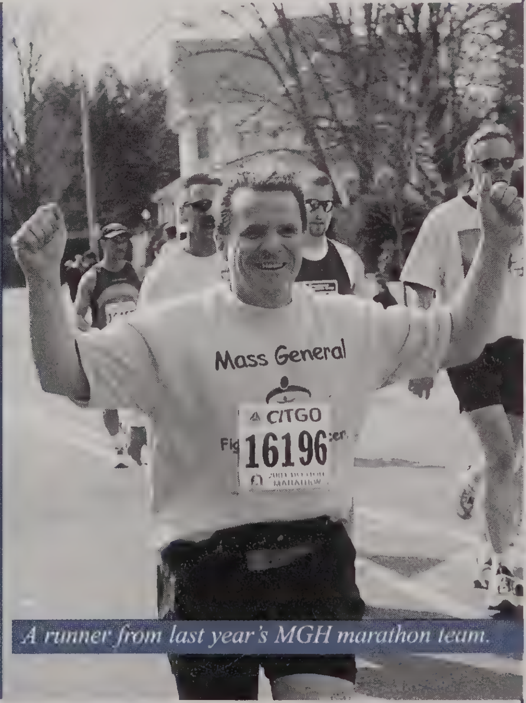
Katya was discharged from the MGH Feb. 14 — a significant occasion not only because of Valentine's Day, but also because it is Congenital Heart Defect Awareness Day. Fortunately for Katya, she no longer has to worry about the health of her heart. ●

Of medicine and marathons: Clinic participants learn how to run for health, fun

Would-be runners who have their sights set on the upcoming Boston Marathon learned some valuable lessons at "Running With a Purpose," a marathon clinic held at the MGH Feb. 9. The clinic began with a presentation by Howard J. Weinstein, MD, chief of Hematology/Oncology at MassGeneral Hospital for Children and captain of the Mass General Marathon Team "Fighting Kids' Cancer ... One Step at a Time." Weinstein offered a look at the rewards of running on behalf of children with cancer.

Clinic participants also were instructed about injury prevention, training, stretching, pacing, nutrition, hydration and the importance of wearing the right running shoe. Other featured speakers included Dinesh Patel, MD, of MGH Sports Medicine, who specializes in arthroscopic surgery; Deb Watts, MPT, MPH, of MGH Physical Therapy; Valerie Homjak, MS, RD, of MGH Nutrition and Food Services; and Rob Kirsch, both from Marathon Sports.

The conference concluded with a motivational message from speaker Karen Smyers, a professional triathlete who left the clinic attendees inspired and energized about their upcoming run.



A runner from last year's MGH marathon team.

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MGHHOTLINE

WHAT'S HAPPENING

Mentoring presentation
The MGH Multicultural Affairs Office and Office for Women's Careers will sponsor "The Dynamics of Mentoring and Being Mentored," a special presentation featuring Joan Reede, MD, MPH, MS, dean for Diversity and Community Partnership at Harvard Medical School, Feb. 27, at noon in the O'Keeffe Auditorium. For more information, call (617) 724-3832.

PCS departments move
Last week, several MGH Patient Care Services (PCS) departments moved to the Gray Basement, Room 015, next to the Gray elevators. Those departments are: PCS Information Systems, *Caring Headlines* Story Office, Office of Quality and Safety, OR Clinical Nurse Specialists and PCS Management Systems. All phone numbers remain the same.

Partners International Office tax sessions
The Partners International Office will sponsor three tax information sessions, designed to provide important information for international employees about tax laws, during the next two months . The sessions will be held March 8, from 2 to 5 pm in the Wellman Conference Room at the MGH, and Feb. 22 and April 5, from 2 to 5 pm at Bornstein Auditorium, BWH. For more information, call Angela Tassiopoulos at (617) 724-3967.

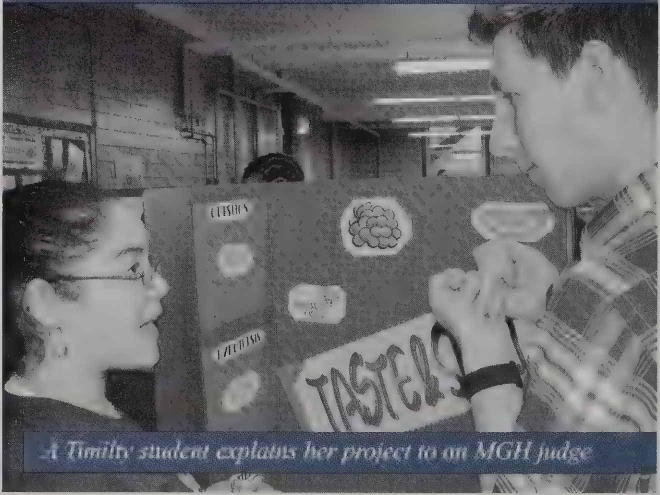
YouthCare fundraising event
YouthCare — a therapeutic program based at MGH Charlestown that serves children with social, emotional and behavioral disabilities — will hold its annual "Give Children a Chance" fundraising event — sponsored by Liberty Mutual and Deloitte & Touche — Feb. 21. A pre-show reception will take place at 7:30 pm at the Charles Hotel, featuring master of ceremonies Dixie Whatley of WCVB-TV, Channel 5. A jazz show starring renowned jazz saxophonist Branford Marsalis will be held at 10 pm at the Regattabar. Tickets are $75. For more information, contact Sylvia Kristal at (617) 724-8241.

Clinical Research Program offerings
The MGH Clinical Research Program (CRP) will sponsor "Conducting Clinical Research Studies," a training seminar for clinical research coordinators with less than six months of experience, Feb. 28, from 8:30 am to 5 pm in the Wellman Conference Room. Lorraine Ellis, MS, MBA, president of Research Dynamics, will provide instruction in the basic duties of research coordinators involved in investigational drug or device studies. The CRP also will offer "From Bench to Bedside: The Difference Between Research and Clinical Genetics," the third in a series of genetics lectures for research coordinators, Feb. 27, from noon to 1 pm in the Wellman Conference Room. Catherine Bove, MEd, RN, of the MGH Molecular Neurogenetics Unit, will discuss the differences between clinical and research genetics and how genetic information is managed in both settings. For more information about the programs, call (617) 726-1669.

MGHers, Timilty students team up for science fair

A group of MGH employees and James P. Timilty Middle School students recently discovered that working together can bring about some wonderful results. The school's annual science fair, held this year from Feb. 11 through 14, featured MGHers both as judges who appraised the student projects and as mentors who had helped their young charges in preparing them.

The science fair is the culmination of the efforts of the MGH/Timilty Partnership, organized by MGH Community Benefits. Each year, approximately 500 Timilty students from grades 6 through 8 participate in the fair. MGH employees volunteer their time as mentors and judges from October through February. For more information about the MGH/Timilty Partnership, call (617) 724-3210.



A Timilty student explains her project to an MGH judge

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Mongan to succeed Thier as president and CEO of Partners

Mongan

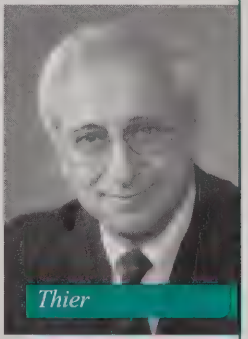
James J. Mongan, MD, who has served as president of the MGH for the last six years, announced Feb. 19 that he has accepted the role of president and chief executive officer of Partners HealthCare. Mongan will succeed Samuel O. Thier, MD, who is stepping down from this leadership position at the end of December 2002.

In a message to the MGH community, Mongan said that he was honored by and appreciative of the confidence that the Partners Board of Trustees has expressed in him. "I am at the same time respectful of the many responsibilities that go with this position," Mongan added. "Sam Thier has done a superb job over the years in building and shaping a new and critically important institution. I'm honored to have been asked to carry on his work."

Mongan also told the hospital community that MGH Board Chairman Edward Lawrence will be leading a search process to identify the hospital's next president.

Thier, who has been a Partners officer since 1994 and has held his current position since 1996, expects a smooth transition of leadership during the coming months. "Jim Mongan and I have enjoyed a close working relationship for the past six years, and we will be planning the transition that lies ahead from that base," Thier said. "This has been an extraordinary opportunity for me to work with some of the most gifted and committed clinicians, scientists, executives, managers and staff in the world. I take great pride and pleasure in how far we have come, thanks to everyone associated with our health care system, in realizing the benefits to patient care, academic excellence and service to the community that were fundamental to the founding vision of Partners."

Thier said that he plans to return to his roots as an academic physician and will continue to be involved with national health care policy matters. He also will spend more time speaking and writing about issues related to the organization and delivery of health care.


Thier

According to Mongan, the decision to leave his MGH position was a difficult one. "I believe that I have had the best health care job in America, working alongside the people that have made the MGH the great institution it is today," he said. "Consequently, it has been a tough decision for me to give up my current role. I am heartened, however, by the fact that I will continue to work with my colleagues from the MGH while also working with people from the other great institutions that make up the Partners system."

(Continued on Page 2)

MGH ambulatory care building update

At the present time, construction work that will lead to a new MGH ambulatory care building mainly involves the creation of slurry walls — concrete structures extending 100 feet down from ground level to bedrock, forming the foundation walls. The new building's slurry walls consist of 48 panels, each 3 feet wide and ranging from 7 to 24 feet in length. Slurry wall work began in late December, and will continue for approximately 60 work days.

To create slurry walls, workers dig holes and fill them with a soupy clay mixture called "slurry," which prevents the holes from caving in. A cage-like structure *(see photo at right)* then is placed into each hole, and cement is poured in as the slurry is pumped out. This process establishes the solid wall.

Once the slurry walls are in place, work will shift to the plaza deck. The deck forms both the top portion of the underground garage and the ground floor of the new ambulatory care building. Activity will take place on both sides of this deck as workers tunnel underground to build the six-story garage. Others will frame and create the much-needed ambulatory care building — one that will continue the MGH tradition of serving patients and their families in the best possible way.

— Mongan to become president and CEO of Partners

(Continued from Page 1)

During Mongan's tenure at the MGH, inpatient admissions have grown 20 percent. The hospital's finances also have been stable, with positive operating results of $43.7 million in fiscal year '01 on revenue of $1.3 billion. Mongan has overseen planning for the new MGH ambulatory care building *(see story on Page 1)* — the first new major building at the hospital in 20 years — which is designed to meet rapidly growing demand for outpatient services.

Meanwhile, new services have come online, including the Northeast Proton Therapy Center, one of only two hospital-based facilities in the world providing this state-of-the-art cancer treatment. Also under Mongan's leadership, new partnerships were forged with health centers in the North End, East Boston and Back Bay.

W. Gerald Austen, MD, chairman of the MGH Chiefs' Council, spoke for many at the MGH in his appraisal of Mongan: "Jim Mongan has done a spectacular job in every way at the MGH. He combines a wonderful intellect with superb judgment and a great sensitivity to others. Jim has been an exceptional leader, and has done more than anyone to bring hospital administration and professional staff together in working for the best interests of the MGH community." ●

Partners milestones

Partners was formed at a time when all health care providers, and particularly academic medical centers, were entering a period of sustained and severe economic pressures. Under the leadership of Samuel O. Thier, MD, Partners president and CEO, Partners' finances have been strong and stable, while historic commitments to patient care, teaching, research and community have been expanded.

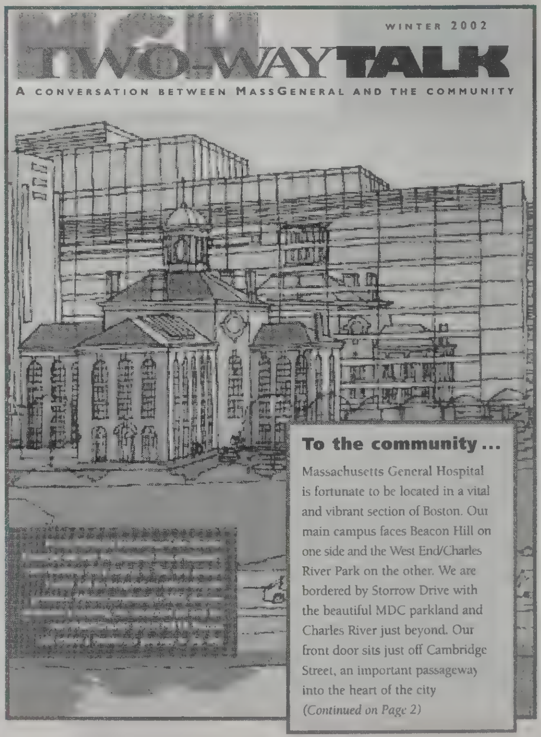
- Since 1994, Partners admissions have grown 15 percent. Investments have been made to stabilize and improve needed community health services provided by institutions like Union Hospital in Lynn, Faulkner Hospital in Jamaica Plain and Newton-Wellesley Hospital. Meanwhile, collaborations between MGH and BWH and Partners community hospitals and physicians have brought new services and better care to area residents.
- Research funding has grown 85 percent, to $578 million last year. Partners has made significant investments in cutting-edge areas of medical research like genomics and minimally invasive therapies, and has fostered new collaborations among MGH and BWH scientists.
- Partners has maintained its commitment to training new physicians, and has combined residencies and fellowships to provide trainees with exposure to a broader range of patients and teachers.
- Partners has expanded its community health center commitments, and Partners-affiliated health centers now serve 200,000 patients per year. Partners provides care for 65,000 Medicaid and 20,000 uninsured and underinsured patients each year.

New MGH newsletter supports "Two-Way Talk" with community

Support from the surrounding community has enabled the MGH to grow and thrive over the years while providing top-notch care to patients and their families. Recognizing the vital bond between hospital and community, the MGH is dedicated to keeping its neighbors informed about its programs, plans, projects and progress. With that goal in mind, the hospital has established a new method of communicating with Beacon Hill, West End/Charles River Park and other community members — a neighborhood newsletter entitled *Two-Way Talk*.

Two-Way Talk informs readers about such relevant topics as ongoing construction of the new ambulatory care building, traffic issues and MGH programs and services. The newsletter, which made its debut this week, was distributed as an insert in the *Beacon Hill Times* and *Regional Review* and is available at the hospital and in area buildings. It will be published quarterly. Among the newsletter's features will be a question-and-answer section to address issues and ideas raised by readers.

For more information or to submit a question or comment to *Two-Way Talk*, leave voice mail at (617) 726-0450 or send e-mail to *twowaytalk@partners.org*. ●



WINTER 2002

MGH TWO-WAY TALK

A CONVERSATION BETWEEN MASSGENERAL AND THE COMMUNITY

To the community ...

Massachusetts General Hospital is fortunate to be located in a vital and vibrant section of Boston. Our main campus faces Beacon Hill on one side and the West End/Charles River Park on the other. We are bordered by Storrow Drive with the beautiful MDC parkland and Charles River just beyond. Our front door sits just off Cambridge Street, an important passageway into the heart of the city

(Continued on Page 2)

Scam scare: MGH Police and Security staff advise caution with "floating fund" letters

Many MGHers have been receiving something strange in their mailboxes and e-mail folders lately. Unlike the usual stack of unwanted but harmless junk mail, letters tied to a "floating fund" scam put recipients at risk of significant financial damage.

In these letters — which are being sent through postal mail and e-mail — the author identifies him- or herself as a dignitary or minister from Nigeria, the Ivory Coast or South Africa. The author then asks for permission to receive access to an existing or new bank account for the purpose of transferring a large sum of money (usually more than $100 million). The writer claims that the money is in a "floating fund" whose owner has passed away. Assuming a pleading tone, the author asks to be contacted to make arrangements for the transfer, stating that no one has come forward to claim the "floating fund" and that all money will be lost if the transfer does not take place. The letter recipient is offered a large percentage of the total transfer amount in exchange for helping.

What the author is attempting to accomplish by gaining access to recipients' bank accounts, however, is nothing more than stealing their money. Once access to a victim's account is granted, all of the money in the account will be withdrawn, leaving the owner with nothing.

The MGH Police and Security Department's Special Investigations Unit urges MGHers not to be alarmed if they receive this type of correspondence, but also not to send any reply. Instead, employees should forward the letters to an MGH investigator for review.

MGH Police and Security investigative manager John Daley and investigators Jim Leonard, Mark Bruso and Matthew Thomas have been in contact with several federal law enforcement agencies in reference to the scam. They have been asked to forward all e-mails to the FBI and all U.S. mail to the U.S. Postal Inspector. Both agencies are conducting active investigations into the matter. Thomas notes, "The more information we can provide to these agencies, the more we can increase their chances of successfully apprehending the individuals involved in this scam."

For more information, call Police and Security at (617) 726-2121. Suspicious e-mails should be forwarded to *mdthomas@partners.org*, *jcleonard@partners.org*, *mbruso@partners.org* or *jjdaley@partners.org*.

Making headway through history: AMMP speaker examines Boston's past, future

Boston's journey to overcome bigotry and embrace equality has not been an easy one, but there is hope for the future. That was the message shared with an audience from the Association of Multicultural Members of Partners (AMMP) gathered for a presentation in honor of Black History Month in the Bulfinch Trustees Room Feb. 14. Guest speaker Charles Yancey, president of the Boston City Council, delivered a candid look both at his own rise to success in the face of adversity and at the past, present and future of the city itself.

"I am here today as the result of a strong and proud legacy of struggle and progress," Yancey said, remarking upon his upbringing in Roxbury as one of nine children. "As I reflect upon where I am today, I cannot ignore the fact that I am a product of my environment — both of Boston, and of the many who lost their lives to slavery." Among those who owned and abused slaves, he noted, were several members of Boston's upper-crust society — the beginning of the city's difficult climb from bastion of prejudice to welcoming community of tolerance.

"Boston has a mixed history," Yancey observed. "We can point to many instances of racism, sexism and intolerance, but despite the negative aspects, there has been definite progress."

He cited the MGH as a strong, positive example of diversity in action. "The MGH has done a fantastic job of sensitizing people to difference," Yancey said. "The employees here truly represent the diversity of the community." ●

Yancey

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MGH HOTLINE

Bloomingdale's shopping day

MGHers are invited to participate in a special shopping day at Bloomingdale's in Chestnut Hill March 6 to support the MGH Vincent Obstetrics and Gynecology Service. Tickets are $10 and entitle shoppers to 15 percent discounts on nearly all merchandise. All ticket sale proceeds will directly benefit Vincent research endeavors. For more information or to purchase tickets, call (617) 724-0958 or send e-mail to *rvild@partners.org.*

Eating disorders public forum

As part of National Eating Disorders Awareness Week, the Harvard Eating Disorders Center, Harvard Eating Concerns Hotline and Outreach, and the Harvard Graduate School of Education (HGSOE) Office of Student Affairs will sponsor a public forum entitled "Culture, the Media and Eating Disorders: Reclaiming our Culture," Feb. 25. The forum will be held at the Askwith Lecture Hall in HGSOE's Longfellow Hall at 7 pm. Mallika Marshall, MD, assistant director of the MGH Chelsea HealthCare Center Urgent Care Department and WBZ-Channel 4 HealthWatch reporter, will serve as moderator for the event. Panel participants will include model and author Emme, Academy Award-winning documentary filmmaker Margaret Lazarus and Harvard's Bureau of Study Counsel psychologist and author Sheila Reindl. The forum is free and open to the public. For more information, contact Valerie Charat at (617) 726-9068 or visit *www.hedc.org.*

Invitational awards for HMS faculty

To select candidates who will represent Harvard Medical School (HMS) in national fellowship and grant competitions, an internal review and selection process is conducted annually by the HMS Faculty Fellowship Committee. Hard copies of the "Red Book" announcement booklet currently are available throughout the HMS community at offices of full professors and in the HMS Research Administration, Career Development and Faculty Affairs Departments. Information also is available online at *www.hms.harvard.edu/fa/fellowship2002.* All applications must be received by Apr. 8 for award candidacy during the period of July 1, 2002 through June 30, 2003. For more information, call Roslyn W. Orkin, MD, at (617) 432-3579.

Partners Research Patient Data Registry overview

The MGH Clinical Research Program (CRP) and the MGH Laboratory of Computer Science will offer "Using the Web-Based Partners Research Patient Data Registry to Find Patient Cohorts for Clinical Research Studies," Feb. 25, from 4 to 5 pm in the O'Keeffe Auditorium. Shawn Murphy, MD, PhD, of the MGH Laboratory of Computer Science, will present a brief overview of this Partners information resource. For more information or to register, call (617) 726-1669 or visit *www.crnet.mgh.harvard.edu.*

Palliative Care presentation

In observance of its sixth anniversary and to thank the MGH community for its support, the MGH Palliative Care Service will offer a presentation by internationally renowned lecturer and writer Rabbi Earl Grollman, PhD, March 6. "Explaining Dying and Death to Children and to Ourselves" will be held at noon in the O'Keeffe Auditorium. A buffet luncheon will follow the presentation, and all MGH employees are welcome to attend. For more information, call Nan Lawless at (617) 724-9197.

Call for Durante Award nominations

The MGH Cancer Center now is calling for nominations for the 2002 Susan and Arthur Durante Award for Exemplary Care and Service with Cancer Patients. The award recognizes clinical caregivers and support staff whose interaction with cancer patients reflects compassion, caring, exemplary performance and outstanding work. All non-physician staff and leadership who are involved with cancer patients throughout the MGH are eligible. Two awards — one for a clinical employee and one for a support staff member — are granted annually. Employees, managers, patients and families may nominate candidates by completing a nomination form. Forms are available on all patient care units, at the Gray and Cox information desks and in the Cancer Resource Room on Cox 1. Nominees then will be asked to submit a letter of endorsement from their managers or colleagues. Award recipients will receive $1,000 each, to be used for activities promoting their own personal relaxation and respite. All nominations must be submitted by March 15. For more information, call Joelle Reed at (617) 726-2689.

Submit news tips and story ideas to the *MGH Hotline*

Contact editors by phone
Victoria Brady, editor, at 724-6433; or
Catherine Deely, assistant editor, at 724-2753; or

by fax to 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.

www.mgh.harvard.edu/pubaffairs

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MGH Public Affairs Office
(617) 726-2206

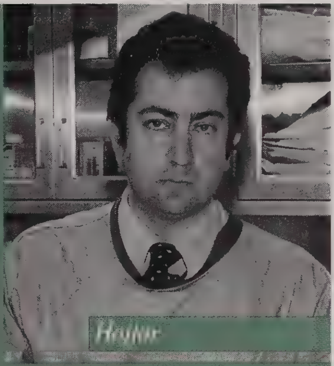
March 1, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

Inhibiting cardiac protein through gene therapy improves heart cell function

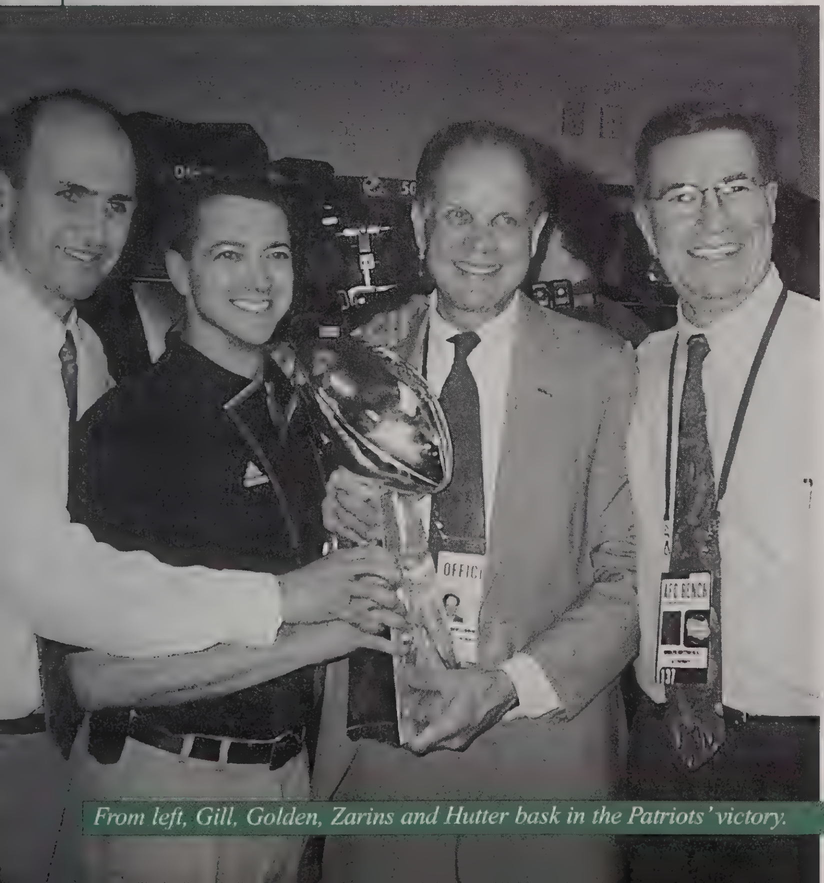

Hajjar

Blocking a key protein involved in calcium regulation can improve the function of failing heart cells, according to an MGH study featured in the Feb. 26 issue of *Circulation*. The work holds promise for treating congestive heart failure. "We set out to inhibit a protein that blocks normal calcium flow in the heart," explains principal investigator Roger Hajjar, MD, of the MGH Heart Failure Center and the Cardiovascular Research Center. "Usually with gene therapy, you add something, but here the strategy was to take something away."

Hajjar says heart failure in the aged is a result of abnormal calcium levels in heart muscle cells. The current study focuses on phospholamban, a protein that regulates a molecular pump controlling calcium flow within cells. In a failing heart, in which the pump's activity is already reduced, phospholamban's natural action may further inhibit the cardiac muscle from relaxing and the heart from filling with blood appropriately.

The study's first author, Federica del Monte, MD, PhD, of MGH Cardiology, took cells from failing hearts and injected them with single-strand DNA. The DNA then binds to the RNA message encoded by the phospholamban gene, completing the approach called "antisense strategy." The technique prevented formation of phospholamban, and the cultured heart cells began to contract normally. The researchers — who include G. William Dec, MD, of MGH Cardiology — hope the treatment strategy eventually can be used to correct heart failure and reduce the need for heart transplants.

Savoring the victory: MGH physicians join Patriots at Super Bowl


From left, Gill, Golden, Zarins and Hutter bask in the Patriots' victory.

They don stethoscopes instead of shoulder pads, craft surgical strategy rather than designing play-by-plays and are more at home at the bedside than in a huddle. Nevertheless, four MGH physicians — Bertram Zarins, MD, of MGH Orthopædics and chief of the MGH Sports Medicine Service; Adolph Hutter, MD, of MGH Cardiology; and Thomas Gill, MD, and David Golden, MD, both of MGH Orthopædics and the Sports Medicine Service — traveled to the New Orleans Superdome to provide vital medical care for the New England Patriots Feb. 3. Luckily, no major injuries surfaced during the game, which culminated with the Pats' first-ever Super Bowl championship victory.

MGH clinicians have served as team physicians for the Patriots for 20 years. Stationed at the sidelines at every game, the physicians are prepared to address ailments and injuries ranging from mild sprains to emergency situations like the chest injury sustained by quarterback Drew Bledsoe last fall.

The Patriots' season was marked not just by great games, but also by few physical setbacks. "A major factor that contributed to the success of the Patriots toward the end of the season was that there were few serious injuries," says Zarins, who is the team's head physician. "They also stayed healthy through the playoffs and all the way to their Super Bowl win." ●

Partners Parkinson's and Movement Disorders Treatment Center launched

Neurologists and staff of the MGH and BWH Movement Disorders Units have joined together to create a comprehensive, fully integrated clinical center for the treatment of Parkinson's disease and other movement disorders. The new Partners Parkinson's and Movement Disorders Treatment Center was officially launched with an open house Feb. 20. The open house was held at the center's new MGH location on WACC 835.

Partners leadership — including Samuel O. Thier, MD, president and chief executive officer of Partners; George E. Thibault, MD, Partners vice president for Clinical Affairs; and James J. Mongan, MD, president of the MGH — joined with John Growdon, MD, director of the new center, to welcome Partners staff and patients at the open house.

Parkinson's is caused by damage to a part of the brain that helps to regulate movement. Most frequently occurring in patients 60 years of age and older, the disease is characterized by tremors in the hands, muscle stiffness, slow movement and loss of balance.

Affecting approximately 800,000 Americans, Parkinson's usually is treated with drugs that mimic dopamine, a chemical that conducts signals in the brain and is reduced in Parkinson's patients.

According to Growdon, the center not only combines the expertise of the movement disorder units from the MGH and BWH, but also provides links to other Partners-affiliated hospitals that offer Parkinsons-related treatment and care — primarily Newton-Wellesley Hospital and North Shore Medical Center.

"We have a three-fold mission for the center," says Growdon. "Our goals are to offer accurate diagnoses of Parkinson's disease and related conditions; to provide continuing care for patients with such disorders; and to implement much-needed research into the cause and prevention of these kinds of diseases, as well as evaluating new treatments." The center also will focus on movement disorders such as Huntington's disease, dystonia and ataxia.

In addition to a core group of MGH and BWH neurologists, the new center will offer access to other medical professional staff, including an expert in physical and rehabilitation medicine, a nurse practitioner, a nutritionist and physical, occupational and speech therapists. The center is collaborating with Partners Home Care to provide services to homebound patients. Assessment and referrals for surgical treatments, which can reduce symptoms and alleviate medication side effects for some patients, also will be available at the new center.

For more information, call Allie Anderson at (617) 726-5532.

Above, from left, Thier; Anne Young, MD, chief of MGH Neurology; Thibault; Mongan; Martin Samuels, MD, chair of BWH Neurology; and Growdon.

MGH physicians confer during a break.

Partners physicians gather for annual event

Physicians from throughout the Partners HealthCare network recently gathered for the third annual Partners Physicians Day, held at the Sheraton Boston Hotel Feb. 9. George E. Thibault, MD, Partners vice president for Clinical Affairs, welcomed the audience of approximately 500 Partners clinicians. Samuel O. Thier, MD, Partners president and chief executive officer, gave an update on recent Partners activities. Raju Kucherlapati, PhD, scientific director of the recently formed Harvard-Partners Center for Genetics and Genomics, spoke about the "Implications of the Genetics Revolution on Clinical Practice."

The all-day program featured more than 30 topics, including conflict of interest in clinical research, what clinicians need to know about biological and chemical warfare, clinical research in the post-genomic era and new cancer therapies.

Next year's Partners Physicians Day will be held Feb. 8, 2003. ●

Looking AHEAD: Study seeks to decrease heart disease in type 2 diabetes patients through weight loss

Some Boston-area patients representing a wide variety of backgrounds are putting their New Year's resolutions to the test. The group of approximately 40 men and women are expanding upon their pledge — to lose weight and increase exercise — by enrolling in the first long-term study to examine the effects of weight loss in people with type 2 diabetes.

The study — dubbed Look AHEAD (Action for Health in Diabetes) — began screening participants last July, and is locally conducted at the MGH, Joslin Diabetes Center and Beth Israel-Deaconess Medical Center. The three institutions jointly comprise one of the study's 16 research sites across the country, and hope to enroll 313 volunteers during the next two years. Approximately 5,000 volunteers will be involved in the study nationwide. Funded by the National Institute of Diabetes and Digestive and Kidney Diseases of the National Institutes of Health (NIH), Look AHEAD is the largest study on the effects of weight-loss interventions ever funded by the NIH.

The study is a randomized clinical trial of an intensive lifestyle intervention program designed to promote weight loss through reduced calorie intake and regular exercise. Look AHEAD will evaluate how the lifestyle interventions affect risk of heart attack, stroke and cardiovascular disease. The intervention program will be compared to a program involving general diabetes support and education.

People who are between 45 and 75 years of age, have type 2 diabetes and are classified as overweight or obese are eligible to participate in Look AHEAD. Qualified applicants will be assigned randomly either to the lifestyle program or to the diabetes support and education program. Participants will be followed for up to 11 1/2 years, with researchers tracking cardiovascular risk factors, diabetes control and complications, general health and quality of life.

"We have an enormous opportunity to learn more about the role long-term weight loss can play in improving the health of overweight individuals with type 2 diabetes," says David Nathan, MD, director of the MGH Diabetes Center and local principal investigator of Look AHEAD. "We know that short-term weight loss can benefit overweight people with diabetes and that weight loss can prevent type 2 diabetes. In Look AHEAD, we hope to learn whether it also can improve the long-term health of overweight people who have diabetes."

For more information about Look AHEAD, call (866) 223-8644 or visit *www.lookaheadstudy.org.* ●

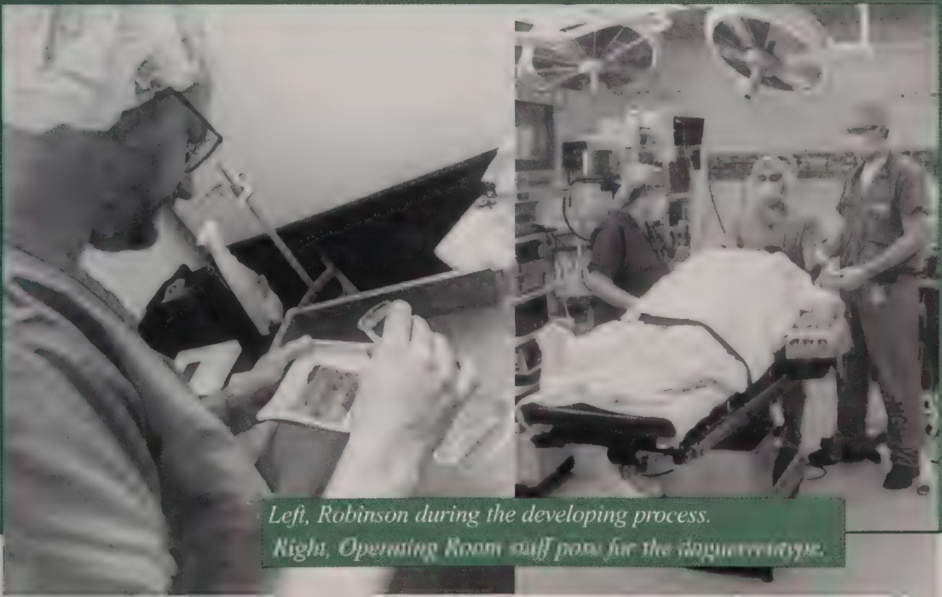
Lost art: MGH featured in magazine story about daguerreotypes

It appeared to be a normal day in the operating room for David Bernstein, MD, former chief resident in MGH Anesthesia and Critical Care. The only difference was that in the far corner of the operating room, photographer Mike Robinson was visually documenting Bernstein's pre-surgical administration of anesthesia in a shoot for *Discover* magazine.

Robinson, who hails from Toronto, wasn't taking photographs for an article about cutting-edge medicine, a new kind of surgical procedure or anything related to health care at all, for that matter. Robinson also isn't an average shutterbug: He is a self-taught daguerreotypist — one of only a few in the world who have mastered the lost art of making daguerreotypes. Daguerreotypes are an early form of photography created by a process using a light-sensitive metallic plate and mercury vapor for developing.

The MGH is no stranger to this type of photography, which is why the hospital agreed to be profiled in the magazine. In October 1846, within weeks of the first demonstration of ether used as an anesthetic during a surgical procedure in the MGH Ether Dome, hospital administrators hired a local firm to take a series of daguerreotypes in that operating room for documentation of the history-making procedure.

When Robinson came to the MGH last winter, his two-day visit was made possible by numerous departments, including the operating room staff and the MGH Photography Department. The daguerreotype article is featured in the February issue of *Discover*.



Left, Robinson during the developing process.
Right, Operating Room staff pose for the daguerreotype.

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MGH**HOTLINE**

WHAT'S HAPPENING

Ethics forum

MGH employees are invited to attend "Ethical Issues in Working with Patients with Mental Retardation," a forum comprised of representatives from MGH Nursing, the Massachusetts Department of Mental Retardation and Children's Hospital. The forum will be held March 13, from 4:30 to 6 pm in the Clinics Building Lower Amphitheater. Refreshments will be served. For more information, contact Marilyn Wise, LICSW, at (617) 726-2617.

Human Research Committee IRB and CRP presentation

The MGH Human Research Committee Internal Review Board (IRB) and Clinical Research Program (CRP) will sponsor "Privacy — What Does the Health Insurance Portability and Accountability Act (HIPAA) Mean for Clinical Research?" March 13, from 4 to 5 pm in the O'Keeffe Auditorium. P. Pearl O'Rourke, MD, director of Partners Human Research Affairs, will explain how HIPAA will affect access to health care information and the new procedural requirements for disclosure of that information. Registration is recommended. For more information or to register, call (617) 726-1669 or visit *www.crnet.mgh.harvard.edu.*

Call for Durante Award nominations

The MGH Cancer Center now is calling for nominations for the 2002 Susan and Arthur Durante Award for Exemplary Care and Service with Cancer Patients. The award recognizes clinical caregivers and support staff whose interaction with cancer patients reflects compassion, caring, exemplary performance and outstanding work. All non-physician staff and leadership who are involved with cancer patients throughout the MGH are eligible. Two awards — one for a clinical employee and one for a support staff member — are granted annually. Employees, managers, patients and families may nominate candidates. Nomination forms are available on all patient care units, at the Gray and Cox information desks and in the Cancer Resource Room on Cox 1. Nominees will be asked to submit a letter of endorsement from their managers or colleagues. Award recipients will receive $1,000 each, to be used for activities promoting their own personal relaxation and respite. All nominations must be submitted by March 15. For more information, call (617) 726-2689.

Women and Addictions Week

The MGH Social Services Department, the West End Clinic, the MGH HAVEN (Hospitals Helping Abuse and Violence End Now) Program and the MGH Employee Assistance Program will observe Women and Addictions Week with an information table in the Main Corridor March 6, from 9 am to 3 pm. Information and videos featuring a variety of resources will be offered. For more information, call Leigh Horne-Mebel, LICSW, at (617) 726-7681.

Longwood Symphony Orchestra benefit concert

The Longwood Symphony Orchestra (LSO), Boston's orchestra of the medical community, will perform a concert benefitting the Dimock Community Health Center March 9. The concert will begin at 8 pm at Jordan Hall in Boston. Cello virtuoso Clancy Newman and members of the New World Chorale will join the LSO for their program. Tickets are $10 for students and seniors and $20 for all others. For more information or to purchase tickets, call the LSO at (617) 332-7011.

Palliative Care presentation

In celebration of its fifth anniversary and to thank the MGH community for its continued support, the MGH Palliative Care Program will sponsor a presentation by Rabbi Earl Grollman March 6. Grollman, an internationally known lecturer and writer, will present "Explaining Dying and Death to Children and Ourselves," at noon in the O'Keeffe Auditorium. A buffet luncheon will follow the presentation. For more information, call Nan Lawless at (617) 724-9197.

Spanish for health care

Registration for Spanish for health care classes, sponsored by MGH Human Resources and Partners Training, begins March 1 for courses starting the week of March 25. Four levels of classes are offered, including a beginning-level course for those who have not previously studied the language. The fee is $40 for a 10-week course. For more information, call Partners Training at (617) 726-2230.

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Breast cancer research benefit

MGH employees, patients, families and friends are invited to attend "An Evening with Livingston Taylor to Benefit Breast Cancer Research at the MGH," March 23, at the Middlesex School in Concord, Mass. A premium tickets reception will be held at 6:45 pm, and noted singer and songwriter Taylor will perform at 8 pm. For more information or to purchase tickets, call (978) 449-9799 or visit *www.dollarback.com/livtaylor.*

March 8, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Reede

The meaning of mentoring: Partnership is key

Success in the workplace — particularly in the field of academic medicine — is a goal eminently more reachable with the guidance of a good mentor. That was the message of "The Dynamics of Mentoring and Being Mentored," a presentation by Joan Reede, MD, MPH, MS, dean for Diversity and Community Partnership at Harvard Medical School (HMS), in the O'Keeffe Auditorium Feb. 27.

Co-sponsored by the MGH Office for Women's Careers (OWC) and the MGH Multicultural Affairs Office (MAO), Reede's address was a significant one: she is the first female African-American to be named a dean at HMS and one of the few African-American women to hold that rank at any institution across the country. Win Williams, MD, director of the MAO, introduced Reede. "I can think of no better commemoration of Black History Month, of the Multicultural Affairs Office and of the Office for Women's Careers, than to listen to Dr. Reede speak today," he said. Peter Slavin, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization, and Nancy Tarbell, MD, director of the OWC, also gave remarks prior to Reede's address.

"In this rapidly changing academic environment, many formerly steadfast rules for advancement no

(Continued on Page 2)

MGHer recounts Sept. 11 response of hospital team

MGH physicians, researchers, nurses and other health and scientific professionals frequently publish articles in journals about studies or clinical experiences. But the article written by Ronald Gaudette, BS, MBA, MGH pharmacist, for the March issue of *Pharmacotherapy* was unusual because it was about a unique event: the Sept. 11 disaster in New York City and the subsequent response of MGH-based disaster teams.

Having served as pharmacy team leader for the MGH-based disaster team, Gaudette describes the challenging — and sometimes harrowing — situations facing the specially trained health care workers after their arrival at Ground Zero. He notes that the New York site was "one of the first disaster areas where we could not even place search and rescue teams because of the twisted steel barrier created by the collapse." Gaudette describes how what originally was planned as an effort to care for those injured in the attacks instead became a mission to support and care for the rescue workers.

The National Disaster Medical System of the U.S. Department of Public Health, Gaudette writes, is comprised of state-based Disaster Medical Assistance Teams (DMATs). The DMATs are staffed by volunteers from a variety of medical fields. Four DMATs are based in Boston and consist of health care workers from the MGH and other area hospitals: one general medical DMAT; a pediatric DMAT; a burn DMAT, directed by Robert Sheridan, MD, of the MGH and Shriners Burns Institute; and the International Medical and Surgical Response Team (IMSuRT), directed by Susan Briggs, MD, of MGH Surgery and Shriners. Briggs also is overall commander of the four Boston DMAT teams.

The MGH-based IMSuRT arrived at Ground Zero on the evening of Sept. 13, not long after a collapsing building had fallen on the site initially chosen to

(Continued on Page 2)

Some members of the Boston DMAT before leaving the MGH en route to Ground Zero Sept. 11.

Nominations for Pamela Ellis Memorial Secretarial Award

Nominations now are being accepted for the 2002 Pamela J. Ellis Memorial Secretarial Award, established in memory of Pamela J. Ellis, who served as an executive secretary at the MGH from 1992 to 1996.

The $1,000 award will be given to an MGH employee who exhibits the outstanding qualities demonstrated by Ellis during her tenure. The award will be presented at the Secretarial/Clerical Staff Day luncheon April 24 at the MGH. All MGH executive secretaries, secretaries, administrative assistants, front desk receptionists and operations associates are eligible, and any employee may submit a nomination. The nomination form, along with additional requested information, may be sent to Sunayana Jhalani in MGH Human Resources Administration, Bulfinch 360, or faxed to (617) 726-6989. Nominations also may be e-mailed in a similar format to *sjhalani@partners.org*.

Nomination forms are available online at *http://is.partners.org/hr/affiliates/mgh/Pamelajellis2002.htm* and can be picked up in Human Resources offices at the following locations: White 14; 75 Blossom Court; CNY Building 149; and at the MGH Chelsea, Charlestown, Everett, Back Bay and Revere health centers.

All nominations are due March 15 by 3 pm. The winner will be notified prior to the luncheon.

— Mentoring: Partnership is key

(Continued from Page 1)

longer work," Reede said. "There have been major demographic changes as well, but our nation's medical school faculties do not reflect those changes." She noted a sobering trend: the number of minority and women physicians in academic positions declines as the stature of the positions increases. Among the advancement barriers such physicians face, Reede said, are a lack of awareness of career opportunities, a lack of educational and institutional resources and a lack of significant relationship support.

"At this point, academic medical institutions must understand that we need the best and the brightest, and we also need input from everyone," Reede said. "We should acknowledge the art of mentorship in achieving these goals. The primary role of a good mentor is to be proactive, persistent and positive, and above all, to serve. As Louis Pasteur, the famous French scientist, remarked, 'Chance favors the prepared mind.'"

Reede delineated what she described as the "five career W's" to be explored by mentor and mentee: "what," "when," "where," "who" and "why." She emphasized the distinction between positive and negative mentoring and the stages of forming a vital relationship: "Mentoring is a process that occurs over time and is built first and foremost upon trust and respect."

Slavin also stressed the importance of mentoring in medicine, both in a general sense and at the MGH. "Mentoring is an incredibly important issue," he said. "We need to make sure that there are plentiful opportunities for people young and old to shape their futures." ●

— MGHer recounts Sept. 11 response of hospital team

(Continued from Page 1)

serve as the medical station. An alternative site was designated and, as Gaudette describes, the team set up the first of five medical stations that would be erected throughout that cold and rainy night. By 7 am the following morning, the team had treated its first patient, surpassing the readiness goal it had established for itself. Among the medical needs the team met was providing medications to rescue workers suffering from chronic conditions such as asthma, diabetes and hypertension. Team members also treated a wide variety of injuries. In all, the MGH IMSuRT and the other Boston disaster teams cared for more than 5,000 workers during the first 11 days following the disaster.

Gaudette notes that of all the clinical and personal skills the team members brought to Ground Zero, creativity, flexibility and true teamwork were the most valuable. Among the nonmedical challenges met by the team: getting themselves to New York when all air transport in the country was suspended; using sandbags to support the tents because stakes could not be pounded into the city concrete; and adapting a delicatessen's shelves and counter to serve as a supply depot and examination table. He describes combining antibacterial and anesthetic creams to treat the blistered feet of a firefighter who refused to stop working, and treating another rescuer with a history of heart disease who insisted upon returning to work after his chest pains subsided.

"We thought we knew what we were going to find until we got there, and then our worst nightmare didn't even come close to reality," Gaudette writes. "What was particularly frustrating is that we, as a country, have the best medical care available and yet at Ground Zero, we could not save people. What also is important to realize is the strength that a disaster like this gave to us, and the fact that the MGH team, like the other teams and our federal system, really worked."

Gaudette's co-authors on the paper are Jay Schnitzer, MD, PhD, of MassGeneral Hospital for Children; Edward George, MD, PhD, of MGH Anesthesia and Critical Care; and Briggs. ●

Careers and camaraderie: First MGH Latino Networking Night a success

More than 100 MGH employees and community members filled the East Garden Room Feb. 27, exchanging introductions and sharing ideas at the inaugural Latino Networking Night at the MGH. Organized by the Latino Professional Network (LPN) and MGH staff, the evening created an opportunity for Latino professionals to meet and greet and learn about the wealth of economic, educational, employment and social opportunities in Massachusetts.

Founded in 1987, the LPN includes members from a broad range of industries and professions, ranging from science and health care to banking, communications, real estate and government. The group sponsors monthly networking events at companies throughout the Boston area and partners with local colleges and universities, leadership and diversity initiatives and other Latino professional organizations to maximize its outreach to the community.

"I could not be more thrilled about this event," says Oz Mondejar, a Partners Human Resources employee who works for the MGH and organized the event. "There are many similarities between the hospital and the LPN, and one that comes to mind is leadership. The LPN attracts qualified Latino/Hispanic candidates, and the MGH is a good employer that offers great opportunities. This is the beginning of an excellent partnership."

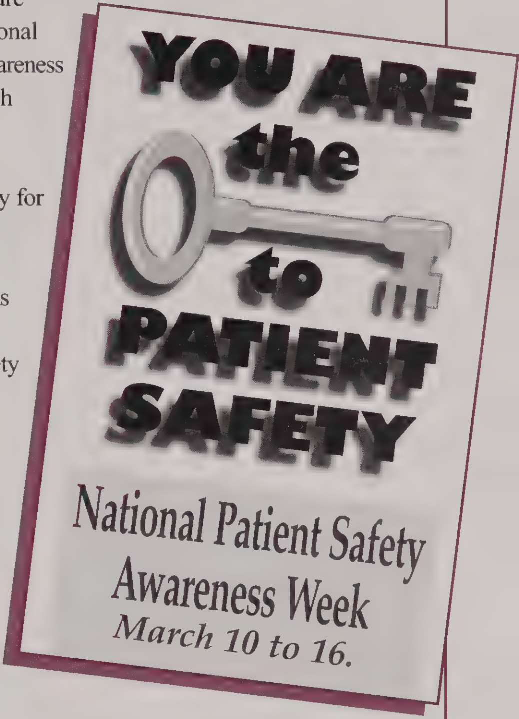
Joseph Betancourt, MD, of MGH Internal Medicine, the MGH Institute for Health Policy and the MGH Multicultural Affairs Office (MAO); Jeff Davis, senior vice president for MGH Human Resources; Ernesto Gonzalez, MD, of MGH Dermatology; and Elena Olson, program manager for the MAO, also spoke at the event. Richard Colon, president of the LPN and regional director of Public Affairs for Verizon, was the evening's emcee.

For more information about the LPN, contact Mondejar at (617) 726-5741.

Latino Networking Night participants share smiles in the East Garden Room.

Recognizing Patient Safety Awareness Week

With issues regarding patient safety grabbing recent headlines, hospitals and clinicians across the country are doing more to inform the general public about policies and programs put in place to ensure safe care for patients. As a result of these changes, health care institutions are recognizing National Patient Safety Awareness Week from March 10 to 16.


YOU ARE the to PATIENT SAFETY
National Patient Safety Awareness Week
March 10 to 16.

The Office of Quality and Safety for the MGH and the Massachusetts General Physicians Organization will host a patient safety information table in the Main Corridor March 12 and 14, from 11:30 am to 1:30 pm. The MGH health centers in the Back Bay, Charlestown, Chelsea, Everett, the North End and Revere also will offer safety information to patients and visitors throughout the week. Information about preventing falls, ensuring medication safety and creating better communication between providers and patients will be available. Additional patient safety information and resources will be available in the Blum Patient and Family Learning Center, located on the first floor of the White Building.

"While there now is a nationwide focus to raise expectations for patient safety standards in hospitals across the country, that focus has been present at the MGH for years," says Joan Fitzmaurice, RN, PhD, director of the MGH Office of Quality and Safety. "However, events such as National Patient Safety Awareness Week give us another opportunity to inform our patients and visitors about how we at the MGH keep our patients safe during their hospital stay." ●

WHAT'S HAPPENING

AMMP Women's History Month celebration

In celebration of Women's History Month, the Association of Multicultural Members of Partners (AMMP) will host guest speaker Matina S. Horner, PhD, former president of Radcliffe College and currently executive vice president of the Teachers Insurance and Annuity Association College Retirement Equities Fund (TIAA-CREF) March 14. Horner will present "Then and Now: Women Leading in a Male-Dominated World" from noon to 1:30 pm in the Bulfinch Trustees Room. Lunch will be served.

Clinical research coordinator seminar series

The MGH Clinical Research Program (CRP) will sponsor "Infection Control Principles and Practice in Clinical Research" March 13, from 11:45 am to 1 pm in the Wellman Conference Room. Robert Rigdon, BSN, RN, CIC, director of the MGH Infection Control Unit, will discuss standard precautions and infection control practices for handling specimens or performing phlebotomies. Lunch will be served. For more information or to register, call the CRP reservation line at (617) 726-1669.

MGH Golf League

The MGH Golf League still is accepting members for the 2002 season. The league is planning five upcoming events this year and is open to all MGH and Partners employees. For more information or to become a member, contact Robert White at (617) 726-7833 or send e-mail to *rfwhite@partners.org*.

Blood Donor Center "Taste of the Town" event

Each Friday throughout the month of March, the MGH Blood Donor Center will serve lunch from local restaurants to all who donate blood between 11:45 am and 4:30 pm. The Blood Donor Center is located in the Gray Lobby. For more information or to make an appointment to donate, call the center at (617) 724-7499.

Call for Macaluso Award nominations

Nominations now are being accepted for the Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award. The award recognizes direct care providers throughout MGH Patient Care Services whose practice exemplifies the expert application of values personified by the late Stephanie M. Macaluso, RN. Registered nurses, occupational therapists, physical therapists, respiratory therapists, speech and language pathologists, social workers and chaplains are eligible. Nomination forms are available in all patient care areas, in department offices and at the Gray Lobby information desk. All nominations must be received by April 5. Recipients will be announced in June. Awardees each will receive $1,500 to be applied toward a professional conference or course of their choice. For information, call Mary at (617) 724-5801.

General Medical Associates name change

The MGH General Medical Associates have changed their name to the Mass General West Medical Group. The group will continue to offer comprehensive primary care for families at two convenient locations: at Mass General West, 40 Second Ave. in Waltham, and at 275 Cambridge St. in Boston.

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(617) 726-2206

A celebration of culture: The African Diaspora

Diaspora is defined as "the scattering of people throughout the world." MGHers were treated to an exploration of the African Diaspora in the Main Lobby Feb. 28.

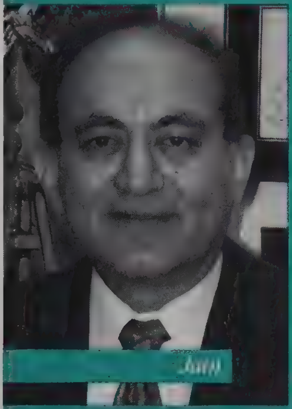
The MGH Patient Care Services Diversity Committee offered a colorful and informative display, featuring tables *(pictured below)* devoted to the diversity of the seven continents. Individual tables included information about the history of people from Africa across each continent. The tables highlighted contributions of Africa to culture and society, spirituality and religion in the African community, examples of traditional African clothing, the accomplishments of African citizens, and the struggles and difficulties faced by Africans in the fight for freedom. MGHers also received additional treats: Peruvian guitar music, a Gospel jubilee and dance performances.

March 22, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH study finds herceptin has additional antitumor qualities


Jain

MGH scientists have discovered that herceptin, a monoclonal antibody used to fight certain forms of breast cancer, can stop the growth of new blood vessels. Herceptin is known to block the cell receptor HER2 on breast cancer cells and is used to treat women whose tumors produce extra copies of the receptor, which causes a more aggressive form of cancer. In the March 21 issue of *Nature*, researchers from the MGH Department of Radiation Oncology show that herceptin also can reduce the diameter and volume of tumor blood vessels, slow tumor growth and prolong survival in animal models of cancer.

"The beauty of this molecule is that it has multiple anti-angiogenic effects and so it acts like a cocktail of angiogenesis-blocking drugs," says Rakesh Jain, PhD, director of the MGH Steele Laboratory for Tumor Biology, and the report's senior author. Researchers have been trying for years to block a tumor's ability to secrete factors that create new blood vessels and give cancer access to supplies of blood and oxygen. When one of these angiogenic factors is successfully blocked, however, the cancer cells can adapt and secrete other factors. Jain and his team have found that herceptin can target at least five factors, thereby thwarting the cancer cells' tactics.

Jain sees great promise for herceptin and similar agents in the future. "Someday we may have detailed profiles of individual patients and their tumors, and we'll know which genes and angiogenic factors need to be targeted," he says. "By identifying other antibodies or inhibitors like herceptin, we may be able to tailor treatments through multiple cocktail therapies." The other members of the MGH research team are Yotaro Izumi, MD, PhD, first author; Lei Xu, MD, PhD; Emmanuelle di Tomaso, PhD; and Dai Fukumura, MD, PhD, all of the Steele Lab.

Anyone need a taxi?

There will be no more waiting for a taxicab at MassGeneral Hospital for Children thanks to a donation from Jordan's Furniture. And what do taxis have to do with furniture? The furniture retail company, known for its generosity to local charities, donated a fleet of 24 yellow, taxi-shaped push carts to the hospital to make transport between tests and appointments more enjoyable for young patients.

But the generosity didn't end there. Thanks to a team effort by MGH Buildings and Grounds staff *(shown at right, above)*, the 24 carts were assembled within one day so that parents and clinicians could use them as soon as possible.

Barry and Eliot Tatelman *(shown at right)*, familiar faces from Jordan's Furniture ads, made a special visit to Ellison 17 on Monday to present the taxis to MassGeneral Hospital for Children staff, patients and visitors. ●

AMMP celebrates Women's History Month

In recognition of the progress and resilience of women leaders in the work place, the Association of Multicultural Members of Partners (AMMP) hosted a special Women's History Month celebration featuring guest speaker, Matina Horner, PhD.

Horner, who is a trustee of the MGH and chair of the Institute of Health Profession's Board of Trustees, delivered a talk entitled "Then and Now: Women Leading in a Male-Dominated World." She described with comical flair her advancement from a faculty appointee at Harvard University to president of Radcliffe, a journey in which she was always aware that her actions would affect the future access women would have to these positions.

Horner also detailed the changing diversity efforts of institutions throughout the country — including an earlier time when little attention was paid to demographics and fairness, affirmative action quotas, efforts to assimilate various groups and cultures into the mainstream, and today's diversity initiatives. Horner emphasized that only now are institutions positioned to achieve equality of access and opportunity while focusing on and respecting the importance of racial and ethnic diversity. Americans now are poised to experience "the real value of learning from each other," she said.

For more information about upcoming AMMP events, see the AMMP bulletin board located near the East Garden Room in the basement of the White Building, or call Ronald Greene, RN, chair of AMMP at (617) 724-8252.

From left, AMMP members David Wise, Jennifer Jackson, guest speaker Matina Horner, and Maria Bloch and Ronald Greene, RN, also of AMMP.

Shopping for a good cause

Armed with credit cards and ready for a good discount, bargain hunters shopped until they dropped March 6 at Bloomingdale's in Chestnut Hill. But this was no ordinary sale. Shoppers received merchandise discounts of up to 30 percent off, and in exchange, the MGH Vincent Obstetrics and Gynecology Service received a donation from ticket sales in support of important Vincent research.

Satisfied Bloomingdale's customers included (from left) Linda Stikeleather, president of the Vincent Club, Abby Ackerman and Mitsou MacNeil.

Safety at the MGH: New director joins Safety Office

It is a homecoming of sorts for Bob Castaldo, who recently was selected to be the new safety director at the MGH. Castaldo had served as assistant safety officer from 1978 until he left the MGH in 1988. During his time away, he worked as safety manager at Beth Israel Hospital and safety director at Beth Israel Deaconess Medical Center.

Castaldo

"It is nice to see some familiar faces from my time here before and also meet new members of the team," says Castaldo. "And I'm extraordinarily grateful that the safety office was in such good hands while this position was open. It makes my transition much easier."

Those good hands belong to George MacNeil of MGH Buildings and Grounds, who served as interim director for the Safety Office since November 2000. The office is responsible for establishing safety policies and procedures for the hospital.

During that time, the members of the Safety Office, which now is called the Environmental Health and Safety (EHS) Department, have continued working with departments and staff to lead and support safety efforts throughout the hospital.

The EHS Department probably is best known for one aspect of safety that affects all MGHers: mandatory fire safety training. Employee attendance at these training sessions, which include emergency response training and hazardous materials awareness, increased by 10 percent in 2001. EHS staff strives to deliver tailored fire safety presentations to all groups of employees. Among other fire safety duties, EHS staff also continue to participate in regular site visits to evaluate departmental risks of fire hazard.

Other EHS activities include: investigating and testing indoor air quality; chemical waste management; biohazard materials registration; environmental compliance; monitoring and reducing employee injuries in the workplace; and reporting to regulatory agencies such as the Massachusetts Water Resource Authority and the Department of Environmental Protection.

Some higher profile projects recently accomplished by the EHS Department include the launch of the Mercury Containment Initiative *(see article below)* to reduce mercury discharge into the sewer system and the construction of the Hazardous Materials Decontamination Room, located outside the Emergency Department.

"We've accomplished a great deal this year, thanks to the support of various departments and the EHS staff," says MacNeil. "With Bob joining the department, I'm confident that our goals for 2002 will be exceeded." ●

MGH Quality + Safety

MGH Mercury Containment Initiative makes progress

As part of the MGH's ongoing Mercury Containment Initiative (MCI), field teams from the Safety Office and Triumvirate Environmental Services have been working with MGH researchers and clinicians to collect and test products for mercury content to help eliminate the unintentional discharge of the toxic element.

Since January, the MCI field teams have collected close to 200 reagent samples from nearly 500 clinical and research laboratories to identify previously undocumented and unsuspected potential sources of mercury, which can be hazardous to the environment in even modest levels.

According to Jim Turner, an MCI committee coordinator, approximately two-thirds of the reagents tested so far contain detectable levels of mercury, and roughly one-third of tested reagents indicated mercury concentrations that are higher than the acceptable limits set by the Massachusetts Water Resource Authority (MWRA). The allowable discharge concentration set by the MWRA has been reduced from 4 parts-per-billion to 1 part-per-billion. "Perhaps even more surprising are some of the seemingly harmless items found to contain mercury, such as household bleach, dishwashing detergents, common soaps, acetone, isopropanol and numerous stains and buffers," he says.

To help employees identify potential mercury-containing products, a current list of tested reagents can be found on the MGH MCI website located at *http://phsweb17/ref/u&e/mercweb.* The website also includes a list of mercury-free reagents and a list of suppliers for some mercury-free alternative products.

"With this information and recommended handling and disposal techniques devised by the Safety Office, we are confident that we can reach our mercury discharge concentration goal by July," says Turner.

For more information, call Elisabeth Wilson of the MGH Safety Office at (617) 726-2425 or visit *http://phsweb17/ref/u&e/mercweb.*

WHAT'S HAPPENING

MGH Revere Community Health Day

MGH Revere HealthCare Center is celebrating its third annual Community Health Day, April 11, from 8 to 11 am. Filmmaker Lisa McElaney will speak about her new film "Hello Baby," a prenatal video created to help expectant parents learn about childbirth. Other speakers include Barbara Moscowitz, MSW, LICSW, of MGH Senior Health, who will speak about geriatrics, and Marie Pasinski, MD, an MGH neurologist, who will speak about Alzheimer's disease. For more information, call Bernice MacIntyre at (781) 485-6062.

HMS program seeks advisors

Sponsored by the Minority Faculty Development Program at Harvard Medical School (HMS), Project Success provides an eight-week mentored summer program in biomedical research to under-represented and disadvantaged high school students. The program is seeking those who are interested in advising and providing lab experiences for students in the program. For more information, call Faye Holmes at (617) 432-4697.

Take Our Children to Work Day

The MGH will celebrate Take Our Children to Work Day, April 25, from 8 am to 1 pm. All main campus and CNY employees' children, from 9 to 15 years of age, are invited to learn about health care and careers at the MGH. Employees must obtain approval from their supervisors or managers, and should be able to provide supervision throughout the day's activities. Registration forms must be submitted by April 19. For more information, contact Sunayana Jhalani at (617) 724-7835 or send e-mail to *sjhalani@partners.org.*

Spanish for Health Care

Registration for Spanish for Health Care classes still is open for courses starting the week of March 25. The fee is $40 for a 10-week course. For more information, call Partners Training at (617) 726-2230.

Children and Healthcare Week art fair

MassGeneral Hospital for Children will celebrate National Children and Healthcare Week, April 21 to May 3. Pediatric patients, children of employees and students at local schools are invited to submit their artwork to the Children and Healthcare Week Art Fair. Artwork should be sent to Joan Drescher, MassGeneral Hospital for Children, 55 Fruit St., Ellison Building, room 1705, Boston, MA 02114. The deadline for submissions is April 17.

Seminars in Biostatistics for Clinical Investigators

The Clinical Research Program, the General Clinical Research Center and the Center for Clinical Nutrition are sponsoring seminars in Biostatistics for Clinical Investigators in the Walcott 2 and 3 Conference Rooms, April 4, 11, 18 and 25, from 4 to 5 pm. Intended for investigators at the fellow and faculty level with minimal statistical experience, this course will address participant questions in a lecture and question and answer format. Registration is required. For more information or to register, visit *www.crnet.mgh.harvard.edu* or call Amy Walkenford at (617) 726-1669.

Spring 2002 schedule for computer training

Partners Information Systems Training now has released the Spring Computer Workshop training schedule for Microsoft Office applications. Classes are held at Corporate Training, Charles River Plaza, 185 Cambridge St. For more information, visit *http://is.partners.org/training* for schedules, course descriptions and online registration. Schedules and registration forms also are available by calling (617) 724-1240.

Blum Center celebrates third anniversary

The Maxwell and Eleanor Blum Patient and Family Learning Center (PFLC) at the MGH is celebrating its third anniversary throughout the month of March. Open to the public since 1999, the PFLC offers consumer health information services to MGH patients and their families. Staff and volunteers assist patrons with information searches on a variety of health-related topics. Patients and families have access to the Internet, e-mail, videos and journals, as well as pamphlets, brochures and consumer health and medical textbooks.

The children's area in the PFLC soon will be renovated to include computer access for children, an expanded children's health book collection and the addition of a wall pamphlet rack to house materials written for children.

MGHers, patients and visitors are invited to take a tour of the center March 29, from 10am to 3pm, and view a sampling of the educational materials and resources available to the MGH community. The center is located on the first floor of the White building,

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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March 29, 2002

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New chief of MGH Psychiatry selected

Rosenbaum

The MGH Board of Trustees announced last week the selection of Jerrold Rosenbaum, MD, as the new chief of Psychiatry. Rosenbaum, who has practiced at the MGH for more than 25 years, has served as interim chief for the last two years, since Ned Cassem, MD, stepped down as chief in 1999.

"We are indeed privileged to have Jerry Rosenbaum lead the MGH Department of Psychiatry into the 21st century," says Joan Sapir, vice president for Neurosciences and Pediatrics, who oversees Psychiatry. "Under Jerry's leadership, I am confident that the department will continue to flourish in clinical service, research and training. He is indeed a 'triple threat' with expertise in all three areas of our mission."

Rosenbaum also is a professor of Psychiatry at Harvard Medical School and is recognized as an authority on mood and anxiety disorders, with a special emphasis on pharmacotherapy. He has written more than 300 original articles and reviews and has published 12 books. He earned his medical degree from Yale School of Medicine and completed his residency and fellowship at the MGH.

"The last two years spent as interim chief have been a great opportunity to learn and understand the strengths and needs of our department," says Rosenbaum. "This is an extraordinarily good place because of the quality and talent of our faculty, staff and trainees. I will pledge my best effort to lead this department with primary attention to the well-being of our departmental 'family,' as well as to those who depend on us for their care and those who may not have to suffer from psychiatric illness in the future because of our research efforts."

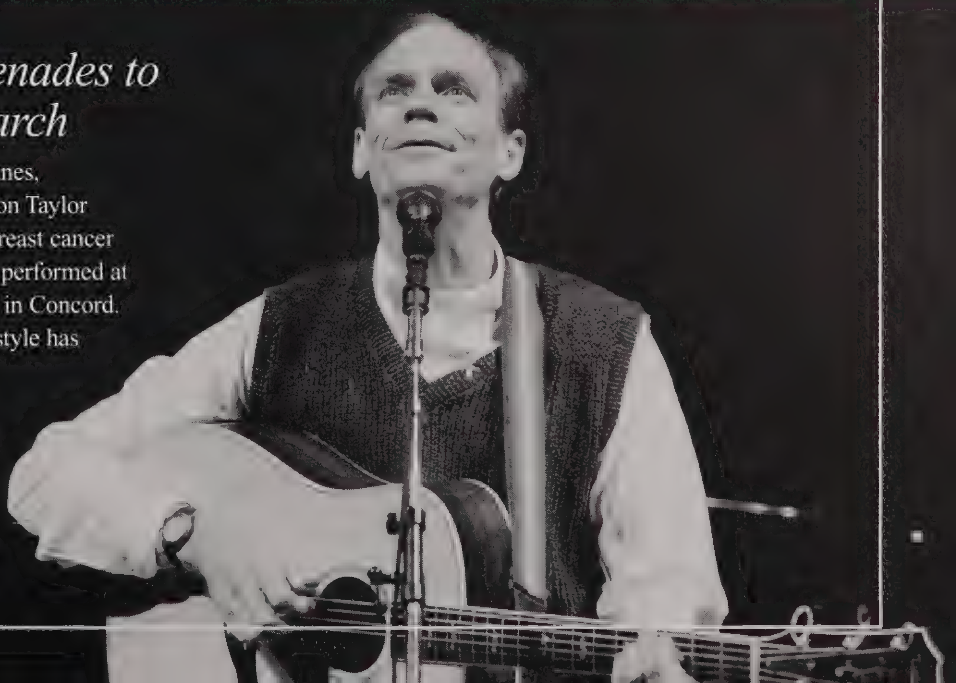
For the past six years, MGH Psychiatry has topped *U.S. News and World Report* magazine's national ranking of hospital psychiatric services. MGH psychiatrists' names also dominate any number of local and national "best-of" lists, and thousands of psychiatrists and psychologists from around the world flock to the hospital every year to take part in MGH Psychiatry conferences and seminars.

According to John Herman, MD, of MGH Psychiatry, the MGH has one of the most in-depth research programs of psychiatric departments worldwide. There are approximately 600 department members involved in research and clinical practice in a variety of specialties including: psychopharmacology, functional neuroimaging and neuroscience, psychiatric genetics and epidemiology, child, adolescent and geriatric psychiatry, consultation to medical and surgical services, acute psychiatric services and psychological and neuropsychological testing. Specialties also include psychodynamic and psychoanalytic psychotherapies as well as cognitive and behavior therapies.

"Jerry has been an amazing mentor for this department and has grown the psychopharmacology research enterprise from a very small one to now being among the largest research departments and clinical trial research programs at the MGH," says Herman.

Famed folksinger sings serenades to raise money for MGH research

With his trademark charm and playful tunes, renowned singer and songwriter Livingston Taylor performed a special concert March 23 to benefit breast cancer research at the MGH. Taylor, who is from Boston, performed at a 400-seat theatre located at the Middlesex School in Concord. His exuberant personality and "get-to-know-you" style has made him enormously popular as an entertainer.



Study identifies key immune system molecule

Ezekowitz

Researchers from MassGeneral Hospital for Children have identified a molecule that is key to how immune cells called macrophages recognize the bacteria *E. coli*. The study, which may lead to better ways of fighting infections, was issued March 24 as an advance online publication of the journal *Nature*.

The body's immune response against bacterial infection consists of the coordinated activities of a variety of white blood cells. Among these are macrophages, which ingest and destroy the invaders in a process called phagocytosis. In the current study, researchers from the Laboratory of Developmental Immunology studied macrophages from the fruitfly *Drosophila*.

"The basic templates of how organisms protect themselves against infection go back millions of years in evolution, so we can learn lessons from flies that apply to humans," says R. Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MassGeneral Hospital for Children and head of the Laboratory of Developmental Immunology. "In this study, we look at a very ancient but very important process: how bacteria are recognized and eaten by immune cells like macrophages."

Ezekowitz's team — led primarily by postdoctoral fellow Mika Ramet, MD, PhD — identified 34 macrophage proteins essential to phagocytosis. The researchers found that inactivating one of these proteins called PGRP-LC destroyed macrophages' ability to recognize and ingest *E. coli* bacteria but not another type of bacteria called *S. aureus*, suggesting that the protein is critical to the specific response against what are called gram-negative bacteria. To confirm this association, postdoctoral fellow Pascal Mantruelli, PhD, created a group of *Drosophila* with a mutated version of PGRP-LC and found the flies were much more susceptible to *E. coli* infection.

"PGRP-LC represents a new class of recognition molecules, and there are very similar genes in humans," Ezekowitz says. "Understanding the role these proteins play could eventually lead to new ways of fighting infection and to helping us figure out why some people are more susceptible to specific infections."

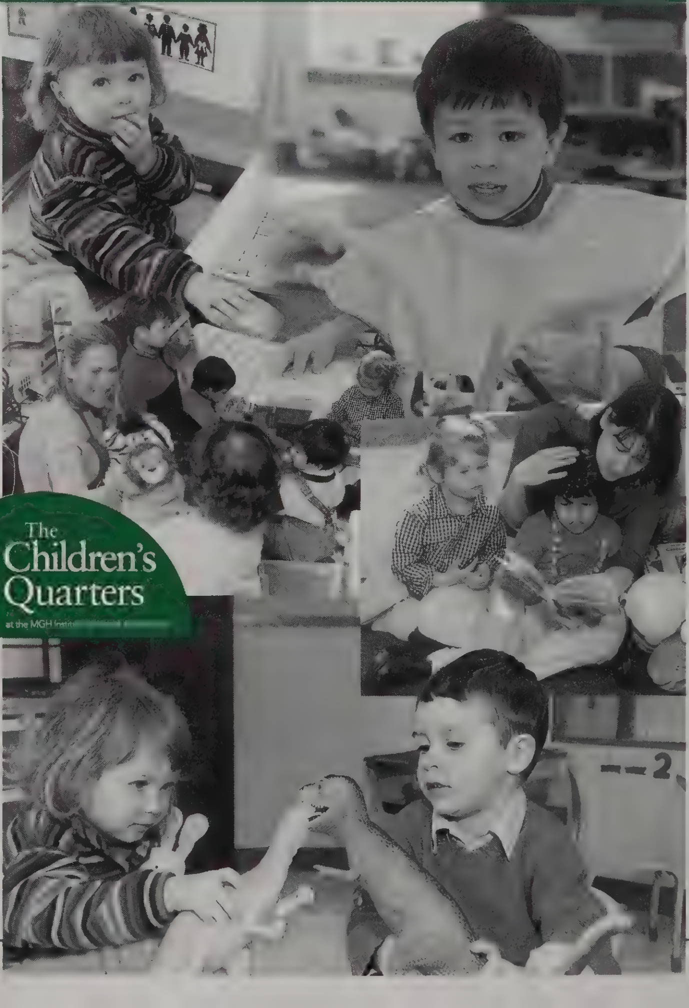
Children's Quarters at CNY offers expanded program

Hand puppets, finger paints and plastic dinosaurs can be found throughout the classrooms, but it is the peals of laughter from children at play that bring the Children's Quarters at the MGH Institute of Health Professions to life. The new daycare center, which opened in January, now is expanding its capacity to include a new kindergarten program to begin in September. Located at the Catherine Filene Shouse Building at CNY, the center is operated by Partners HealthCare and offers a viable childcare option for MGH and Partners employees.

"We are very excited about the new program," says Sheryl Weden, director of Childcare Services. "It will be a full-day program that is open all year round. We think this will be a great childcare resource for employees who have trouble finding a place for their kids to go during school vacations when other programs typically are closed."

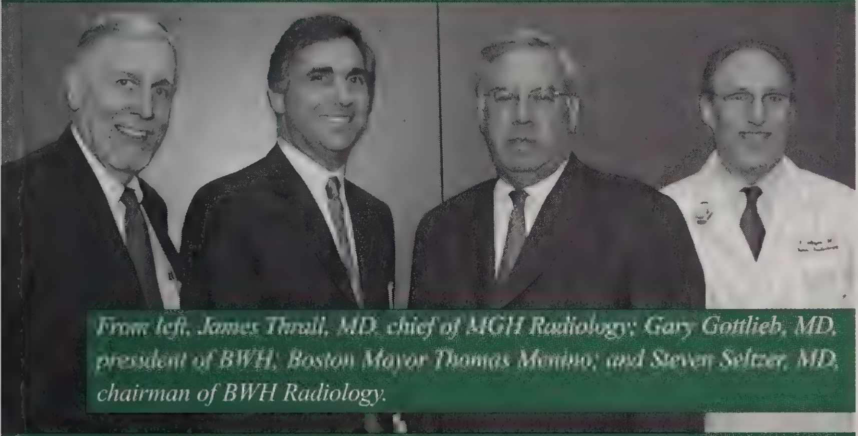
Weden also says that another interesting opportunity that the center offers is a partnership with students from the MGH Institute of Health Professions' speech and language programs. The students will be visiting the classrooms to offer reading readiness and other literacy programs. Enrollment now is open for 20 kindergarten spaces for children who are 5 years of age by Nov. 30, 2002.

The daycare center also is licensed to provide developmentally appropriate care to children starting at age 2. The center's hours of operation are 6:30 am to 6 pm, Monday through Friday. For more information or to receive an application, call Marie Galvin at (617) 726-6010. ●



Partners to improve radiology technologist recruitment

In exchange for an educational scholarship, 25 Boston-area radiology technologists-in-training have promised to work for one to two years at a Partners HealthCare facility once they have completed their education. This agreement is the essence of the Partners HealthCare Medical Imaging Technology Scholarship program, which was formally announced by Boston Mayor Thomas Menino March 8 at a press conference at BWH.



From left, James Thrall, MD, chief of MGH Radiology; Gary Gottlieb, MD, president of BWH; Boston Mayor Thomas Menino; and Steven Seltzer, MD, chairman of BWH Radiology.

The first of 50 recipients of this new scholarship program were introduced. They were joined by representatives from Partners Radiology, Human Resources and Community Benefit departments, as well as the Boston Private Industry Council and the Boston Public Health Commission. This initiative is designed to tackle the radiology technologist labor shortage and to encourage more Boston-area residents, Partners employees and displaced workers to consider a career in medical imaging technology.

Hospitals in the Partners network typically have an average of 70 job openings for radiology and other imaging technologists. According to James Thrall, MD, chief of MGH Radiology, the field of radiology is the fastest growing in health care, and it is the "guiding hand of medical practice." He added that 10 years ago, the number of radiology technologists who graduated from Massachusetts' colleges and universities totaled more than 250; but now, despite a growing need for such professionals, the number has plummeted to barely 100 in 2001.

The scholarship program, which is available to Partners employees as well as to external candidates, will provide up to $6,000 per year for qualified participants. To be eligible, individuals must be enrolled in a medical imaging program and be willing to make a commitment to Partners of one year of employment for each year the scholarship is awarded.

For those interested in medical imaging as a career but who are not currently enrolled in school, Partners is developing a comprehensive program to help these individuals evaluate and pursue this career option. For more information about the Partners Medical Imaging Scholarship program, contact M.J. Ryan at (617) 243-6065 or send e-mail to *mjryan@partners.org*.

Healing through the art of music

Soothing sounds wafted through the MGH Cancer Center earlier this month as musician Lynne Davis played her harp for patients, visitors and staff as part of a pilot program that joins the healing elements of music with patient care. Cancer Center staff received an overwhelmingly positive response from patients and family members, many of whom said that the music created a more relaxed, peaceful environment.

Davis, who is a certified music practitioner and psychotherapist, says that it was a privilege for her to perform at the Cancer Center. "It was wonderful to be able to perform for patients and their families," she says. "I was honored to participate in this innovative pursuit to bring the healing arts to the hospital. It truly is pioneering for the Cancer Center to introduce this kind of complementary caring program as part of the overall care of patients."

The pilot program was funded through a grant from The Friends of the MGH Cancer Center. ●

Lynne Davis

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WHAT'S HAPPENING

CRP presentation program

The Clinical Research Program (CRP) and the Department of Psychiatry will offer "How to Give a Presentation," April 10, from 4 to 5:15 pm in the O'Keeffe Auditorium. Andrew A. Nierenberg, MD, associate director of the Depression Clinical and Research Program, will present a quick and easy guide for giving oral presentations. Registration is recommended. For further information or to register, visit *www.crnet.mgh.harvard.edu* or call Amy Walkenford at (617) 726-1669.

Call for portfolios for PCS recognition

The Patient Care Services (PCS) Clinical Recognition Review Board has announced a call for portfolios for advanced clinicians and clinical scholars. Starting May 1, portfolios are due on the first of each month and decisions are made within three months. For more details and application materials, visit *http://pcs.mgh.harvard.edu.* Completed portfolios may be submitted to the Center for Clinical and Professional Development on Founders 6.

Clinical research coordinator seminar

The Clinical Research Program (CRP) and the Laboratory of Computer Science will offer "Using the Web-based, Partners Research Patient Data Registry," April 10, from noon to 1 pm, in the Wellman 101 Conference Room. Jeanne Guerin, MBA, RN, will present a brief overview of this Partners information resource that allows human studies investigators to access aggregate patient clinical data to find patient cohorts for clinical research studies. Guerin will describe the data that comprises the registry as well as demonstrate queries and how to register. To register for the seminar, call the CRP reservation line at (617) 726-1669. Lunch will be served. This lecture qualifies for 1.2 contact hours for registered nurses.

EAP program on breastfeeding

The Employee Assistance Program (EAP) will offer a work/life session about breastfeeding, April 2, from noon to 1 pm, in VBK Room 401. Presented by Germaine Lambergs, RN, IBCLC, a lactation specialist, this program is geared to expectant parents, new parents or employees considering having children. A tour of the Mother's Corner Lactation Room will be offered.

Annual Vincent Club Show

The Vincent Club will host its annual Vincent Club Show, a musical production to benefit the MGH Vincent Obstetrics and Gynecology Service. This year's show, "Go for the Gold," will take place May 16, 17 and 18 at Copley Theatre, Boston. For more information and tickets, call (617) 523-3900.

Family-Centered Care Award nominations

Nominations now are being accepted for the annual Family-Centered Care Awards. The awards recognize caregivers at MassGeneral Hospital for Children, who best exemplify the hospital's mission and the care given to children and families. Any MassGeneral Hospital for Children employee can be nominated by a colleague, patient, family or visitor. Nominators may submit a brief letter stating why they believe the nominee deserves to be recognized. Nominations must be submitted by April 2 to Judy Newell, RN, on Ellison 17.

Children and Healthcare Week

MassGeneral Hospital for Children will celebrate National Children and Healthcare Week, April 21 to May 3. As a part of the celebration, children who are visiting the hospital as part of Take Our Children to Work Day, April 25, also can participate in the Children and Healthcare Week fair that day. If employees have registered their children for Take Our Children to Work Day, they are automatically registered for the fair. For more information about Take Our Children to Work Day, call (617) 724-7835. For more information about Children and Healthcare Week, call (617) 724-5720.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
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Schwartz Center Caregiver Award

The **Kenneth B. Schwartz Center** currently is accepting nominations for the annual Compassionate Caregiver Award, which recognizes Massachusetts caregivers who display extraordinary compassion for their patients. Any professional caregiver who interacts directly with patients, in any setting, is eligible for the award. The winner will receive a $5,000 monetary prize.

Nominations will be reviewed by a statewide committee of physicians, nurses, social workers, community health center workers, patient advocates and consumers. The award, which is supported by Lilly Oncology, will be presented at the Schwartz Center's annual dinner this fall. Nomination forms can be obtained by calling (617) 724-4746, or by visiting *www.theschwartzcenter.org.* All nominations must be received by April 8.

April 5, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Celebrating 60 years of giving the gift of life

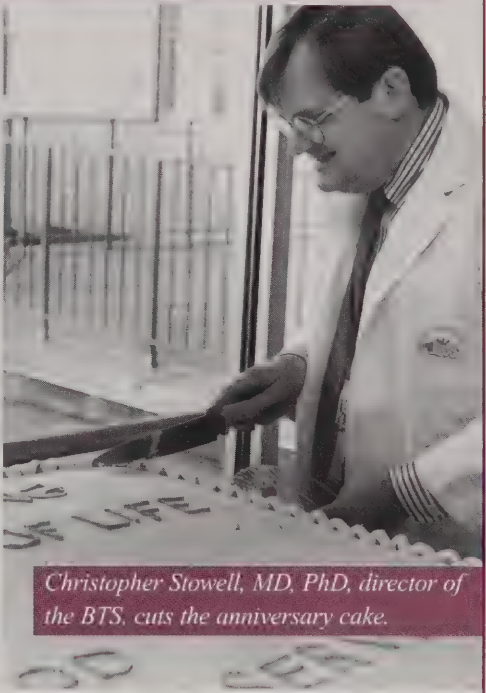
This April marks a major milestone for the MGH Blood Transfusion Service (BTS) — it is celebrating its 60th anniversary. The celebration began with a cake-cutting ceremony April 1 and will continue throughout the month with an information display in the Main Corridor through April 12 and a gala celebration April 27. Also, all donors who give blood during the month will receive a special commemorative T-shirt.

When the BTS opened in 1942 under the direction of Lamar Soutter, MD, it represented several "firsts." It was the first hospital-based blood bank in Boston; Soutter was the first director; and he was the first official blood donor at the hospital. Soutter was an early proponent of storing plasma in preparation for a possible civilian disaster. He didn't get much support in his efforts, however, and the BTS had to raise its own money to sustain itself.

In November 1942, the MGH Blood Bank, as it was then called, saved many lives by supplying blood products to the 114 people who were rushed to the MGH following the famous Cocoanut Grove nightclub fire in Boston. The fire and the hospital's response to the tragedy proved the service's worth beyond any doubt.

To ensure the availability of blood and plasma, Soutter instituted an aggressive campaign to recruit donors — an action that proved visionary. During the first month of operation, the BTS performed 150 transfusions. Today, the BTS handles more than 5,000 transfusions each month.

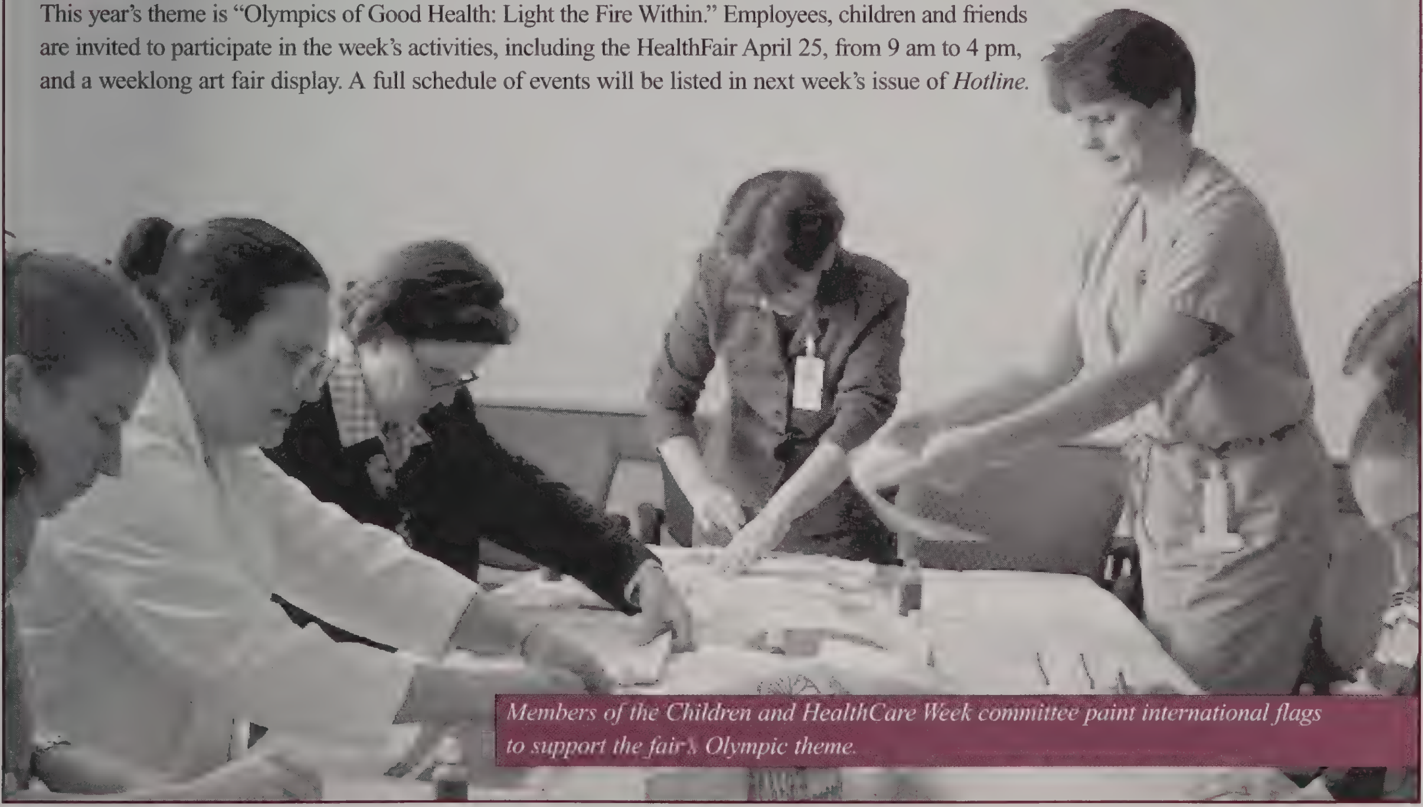
(*Continued on Page 3*)



Christopher Stowell, MD, PhD, director of the BTS, cuts the anniversary cake.

Gearing up for Children and HealthCare Week

Staff from MassGeneral Hospital for Children are gearing up for the sixth annual celebration of National Children and HealthCare Week, which will be held at the MGH April 21 to May 3. This year's theme is "Olympics of Good Health: Light the Fire Within." Employees, children and friends are invited to participate in the week's activities, including the HealthFair April 25, from 9 am to 4 pm, and a weeklong art fair display. A full schedule of events will be listed in next week's issue of *Hotline.*



Members of the Children and HealthCare Week committee paint international flags to support the fair's Olympic theme.

Gonzalez, left, and Delgado

Play ball: Toronto baseball player collaborates with MGH

While Toronto Blue Jays first baseman Carlos Delgado was in town this week to face off against the Red Sox during this year's opening series, he took time off from practice to visit the MGH for a special collaboration. Delgado has made a major contribution to a project that will establish a telemedicine link between the MGH and Buen Samaritano (Good Samaritan) hospital in Aguadilla, a city on the west coast of Puerto Rico.

Delgado and Ernesto Gonzalez, MD, of MGH Dermatology, were both born and raised in Aguadillo and have worked together with Partners Telemedicine to establish this program aimed at enhancing health care opportunities for the underserved local population. The project will start with the use of telemedicine to provide educational opportunities for physicians in Puerto Rico and, once the groundwork has been established, will expand to encompass teleconsultation between Puerto Rican physicians and specialists at the MGH.

MGH and Partners leadership met with Delgado April 2 to thank him for exhibiting leadership in his community and for drawing awareness to the project. Delgado also visited young patients at MassGeneral Hospital for Children before returning to team practice at Fenway Park.

MGH catches Red Sox fever

The Red Sox may not have fared well on their season's opening day, but MGH fans still rallied to their support. Employees, patients and visitors were treated to a Red Sox welcome at the Eat Street Café April 1, with ball park treats such as hotdogs, popcorn and Cracker Jacks. The cafeteria was decorated with Red Sox flair and the game was broadcast over the loudspeaker. "We are a celebrating the opening of the Red Sox season with nothing but fun," says Helen Doherty, RD, *(at right)* director of Food and Nutrition Services. "My staff went all out on this."

Other MGH Red Sox fans proved their enthusiasm for the new baseball season by lining up in the Bulfinch Basement March 29 to purchase Red Sox vs. New York Yankees tickets through the PERKS program. As the photo at left attests, it was the hottest ticket in town.

MGH honors beloved benefactor, volunteer and friend

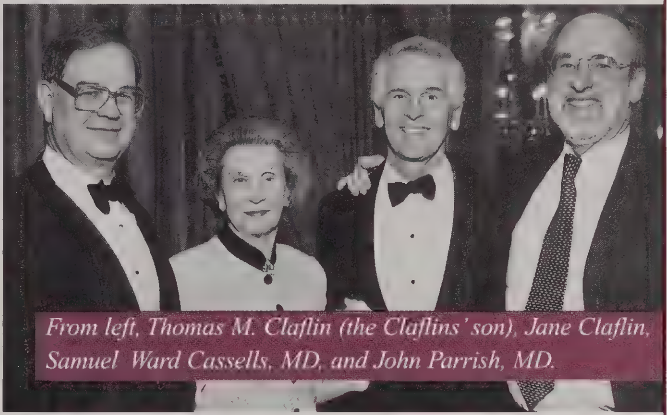
Jane Claflin is a familiar face at the MGH. For nearly 50 years, she has generously given her strength, wisdom and unflagging support to the hospital she loves — as a trustee, fundraiser and friend. As she steps down from her official philanthropic leadership role, many MGHers gathered to recognize her years of service to the hospital at a dinner March 22 at the Four Seasons Hotel in Boston.

Her relationship with the MGH started in the late 1950s when she joined the Ladies Visiting Committee and later was elected chairman of the organization. She served as a trustee from 1973 to 1989 and later became an honorary trustee.

Of her many contributions to the MGH, Jane Claflin *(shown at left, with husband Morton Claflin)* is most noted for raising millions of dollars in charitable gifts for hospital facilities, people and programs. The many committees that have benefited from her advice, knowledge and perspective are numerous.

"The MGH has no advocate, friend or supporter more effective, loyal and good-hearted than Jane Claflin," says James J. Mongan, MD, president of the MGH. "The hospital is a much richer place because of her unwavering devotion and indomitable spirit."

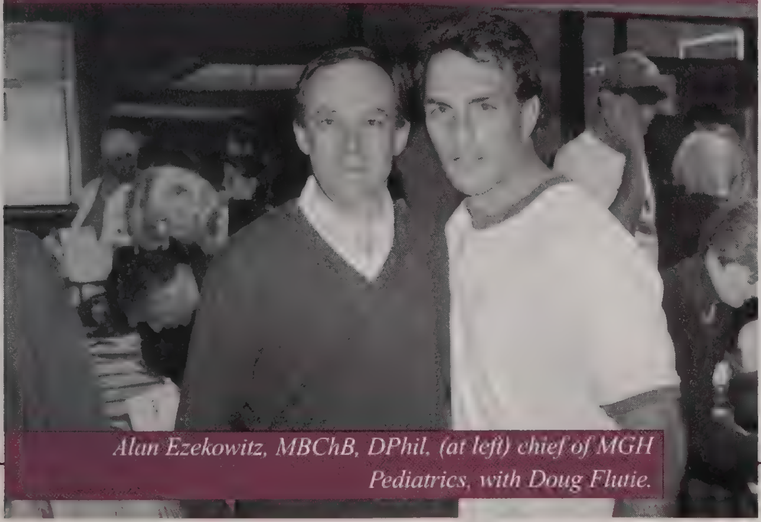
On behalf of the MGH Board of Trustees, Edward P. Lawrence, chairman of the board, presented to Jane Claflin the prestigious Trustees Medal, a special honor only given five times in the past and only twice before to individuals associated with the hospital. ●



From left, Thomas M. Claflin (the Claflins' son), Jane Claflin, Samuel Ward Cassells, MD, and John Parrish, MD.

Challenging autism on the basketball court

Hometown football favorite Doug Flutie hung up his cleats and donned his gym sneakers for a special basketball tournament March 23 to benefit the LADDERS program at MassGeneral Hospital for Children. The third annual Full Court Charity Challenge, held at the Boston Recreational Complex, raised much-needed money for autism research and services. LADDERS (Learning and Developmental Disabilities Evaluation and Rehabilitation Services) provides evaluation and treatment of children and adults with autism. The event also raised money for the Doug Flutie, Jr. Foundation, which was established in honor of Flutie's son, who was diagnosed with autism at the age of 3.



Alan Ezekowitz, MBChB, DPhil, (at left) chief of MGH Pediatrics, with Doug Flutie.

— Blood Transfusion Services

(Continued from Page 1)

To help meet the continuous need for blood, donor recruitment has become a vital part of the BTS.

In the past few years the Blood Donor Center, which is the part of BTS that accepts blood donors and processes the blood donations, has held many events to attract new donors and to thank those who are committed to donating blood regularly. The center has hosted ice cream sundae socials, pizza parties, employee challenges and T-shirt giveaways. The MGH now has a strong group of loyal employee donors who help the hospital meet the blood needs of patients not only at the MGH but also at Mass Eye and Ear, Spaulding Rehabilitation Hospital and Shriners Burns Hospital. In addition, the BTS now has two bloodmobiles that visit area businesses, schools and community groups to collect donations.

Meeting the blood needs of the MGH and these hospitals still isn't easy. "The MGH transfuses the most units of blood in the region and is one of the largest programs in the country," explains Kimberly Cronin, manager of Donor Recruitment. "Although we are collecting almost 16,000 units of blood a year, we still need to purchase blood from outside sources such as the American Red Cross to make up the difference between what we collect and what we need."

The MGH spends millions of dollars every year on blood and blood products. "Donations have been increasing, but the need is ongoing," says Cronin. "Despite all of the advancements that have been made, nothing has replaced the need for individuals to roll up their sleeves and give the gift of life."

To make an appointment to donate blood, call the Blood Donor Center at (617) 724-9699. ●

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WHAT'S HAPPENING

Single parenting seminar
Anne Fishel, PhD, director of Adult Couples and Family Therapy for MGH Outpatient Psychiatry, will present a seminar about single parenting, April 11, from noon to 1 pm in the Wellman Conference Room. This seminar is part of the Employee Assistance Program work/life series.

Protecting the environment
MGH nurses interested in helping to protect the environment can get involved in a new nursing "green" group. The first meeting will be held April 9, at 3:45 pm, Blake 8 conference room. For more information, send e-mail to *rhorr@partners.org.*

Minority Cancer Awareness event
Dana-Farber/Harvard Cancer Center will host an event recognizing National Minority Cancer Awareness Week from April 14 to 20. The event will take place April 24, from 3 to 5 pm at the Dana-Farber Cancer Institute, faculty lounge in the Smith Building, first floor. Speakers will include Rev. Ray Hammond, pastor of the Bethel African Methodist Episcopal Church, Boston; Thomas Farrington, author of *Battling the Killer;* and Bruce Chabner, MD, clinical director of the MGH Cancer Center. For more information, call (617) 632-3244.

Family day for bipolar disorder
A family day for bipolar disorder will be held April 11, from 6 to 9 pm at the Shriners Hospital, 51 Blossom St. Lectures will cover a range of topics from an overview of bipolar disorder, managing the disorder and risks in children. The event is free of charge, but space is limited. For more information, call (617) 726-6759.

HOPES seminars
The MGH HOPES (Helping our Patients and Families through Education and Support) program will offer several classes and seminars this month. Drop-in yoga classes will be held each Thursday in April, from noon to 1 pm. Elizabeth Cook, an expressive arts therapist, will hold a class on the healing power of creative expressions April 30, from 1 to 2 pm. Steve Durant, EdD, of Psychiatry, will hold a drop-in support group for fathers dealing with cancer, April 9, from 11 am to noon. Vicki Cotton, MSW, an oncology social worker, will host a seminar called "Feeling Stressed? Some Simple Steps to Relax," April 12, from 1 to 2 pm. A support group for parents who have children with cancer will meet, April 9, from 7 to 8:15 pm in the WACC Lobby. Seminars and drop-in support groups are free, and no prior registration is required. For more information, call the Cancer Resource Room at (617) 724-1822 or the HOPES program at (617) 72-HOPES.

AMMP event
The Association of Multicultural Members of Partners (AMMP) will host a presentation called "The Human Dynamics of Managing Change," April 11, noon to 1:30 pm, in the Trustees Room. The guest speaker will be Allison Lilly, LICSW, of the Employee Assistance Program. Lunch will be served.

Book sales to benefit Stoeckle Center

Ben Lipson, a longtime MGH patient and *Boston Globe* contributor, recently celebrated the publication of his book, which focuses on the issues of choosing the right long-term care insurance. The proceeds from the book, entitled *J. K. Lasser's Choosing the Right Long-Term Care Insurance,* will benefit the Marjorie E. Lipson Memorial Fund at the John D. Stoeckle Center for Primary Care at the MGH. The fund promotes patient advocacy and patients' rights within health care and is named for Lipson's daughter, who died at age 35 after a 20-year battle with anorexia and bulimia. Guests at the official book launch party included John Goodson, MD, Lipson's primary care physician, who also spoke, and John D. Stoeckle, MD.

From left, Goodson, Lipson and Stoeckle

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April 12, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGHer makes remarkable recovery to run marathon

Jennifer Roberts, RN, admits she is a little nervous about running in the Boston Marathon April 15. The 24-year-old has always wanted to run in the world-famous athletic event. In fact, last year she had trained with the MassGeneral Marathon Team, but just before her marathon debut, Roberts was struck with a debilitating neurological condition that left her unable to walk, let alone run. Now, a year later, after a remarkable recovery, Roberts is training again — and determined to complete the run of her life.

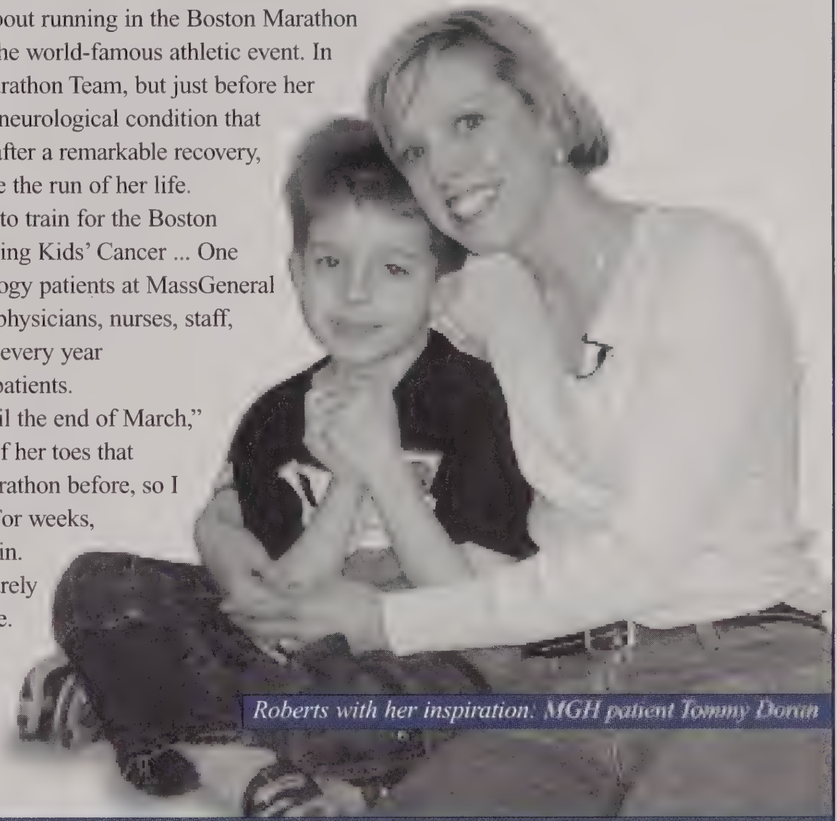
In 2001, Roberts joined dozens of MGH employees to train for the Boston Marathon with the MassGeneral Marathon Team "Fighting Kids' Cancer ... One Step at a Time," to help raise money for pediatric oncology patients at MassGeneral Hospital for Children. Members of the team — MGH physicians, nurses, staff, patients, their families and friends — run the marathon every year in honor of MassGeneral Hospital for Children cancer patients.

"Last year I felt great throughout my training up until the end of March," says Roberts. She then started to feel numbness in one of her toes that eventually spread to both of her feet. "I hadn't run a marathon before, so I just thought this was normal for this kind of training." For weeks, the numbness continued. Then fatigue and soreness set in. One day while working on Ellison 14, Roberts could barely raise her arm over her head to attach an IV bag to a pole.

A week and a half before the marathon, Roberts went for a short-distance run and kept tripping over her own feet. She knew something was desperately wrong.

Roberts was referred to an MGH neurologist

(Continued on Page 3)



Roberts with her inspiration: MGH patient Tommy Doran

Simple blood test may be able to predict risk of preeclampsia

A simple blood test conducted during the first trimester of pregnancy may be able to identify women at risk for preeclampsia, a common and dangerous complication of late pregnancy. A study from the MGH Renal Unit has found that women who eventually developed preeclampsia, also called toxemia, were more likely early in pregnancy to have had reduced blood levels of a protein called SHBG, a known marker for insulin resistance. The report appears in the April issue of *The Journal of Clinical Endocrinology and Metabolism.*

"This study showed that a risk factor that can be detected many weeks before symptoms appear may be able to predict who will develop preeclampsia," says Myles Wolf, MD, of the MGH Renal Unit, the paper's first author. In preeclampsia, a pregnant woman develops high blood pressure and other metabolic abnormalities. If not appropriately managed, preeclampsia can proceed to eclampsia — characterized by seizures — or liver or kidney failure. The complications can prove fatal to the mother; and the baby is at increased risk of premature birth, because delivery is the only way to stop the condition.

Although overweight women are known to be at an increased risk for both preeclampsia and insulin resistance, the study linked reduced SHBG levels with the risk of preeclampsia in both lean and overweight women. "The fact that lean women with reduced first-trimester SHBG have a greater risk of preeclampsia suggests that insulin resistance may be the true risk factor," says Wolf. "It also may provide the only clue that a lean woman is at elevated risk."

"Preeclampsia can be devastating, and unfortunately we do not have a way to treat women with this condition," says Ravi Thadhani, MD, MPH, of the MGH Renal Unit, the study's senior author. "Finding a way to predict who will develop preeclampsia is a necessary first step to testing new therapies." Other co-authors are Laura Sandler, Kristine Munoz and Karen Hsu of the Renal Unit, and Jeffrey Ecker, MD, of the MGH Vincent Obstetrics and Gynecology Service.

MGH Blood Transfusion Service celebrates

MGH employee Stanley Lawton displays his 60th anniversary T-shirt.

Donors have been flocking to the MGH Blood Donor Center this week to give the gift of life in recognition of the 60th anniversary of the MGH Blood Transfusion Service (BTS). The BTS is celebrating its anniversary throughout the month.

While these 60 years have brought about many changes in blood banking and transfusion practice — areas that the BTS has pioneered — the service continues to grow and improve. "We are always looking at new ways of doing things — opportunities to help make the experience for our donors and patients more pleasant," says Kimberley Cronin, manager of Donor Recruitment.

One of these opportunities is renovating the outpatient care area to increase capacity. This will allow space for more BTS patients each day and give them more room for their transfusions. And the space will be more comfortable with the addition of individual televisions for each of the patient and donor beds that recently were donated by the Ladies' Visiting Committee.

Another benefit for blood donors will be the introduction of the E-Chair, a special chair connected to a laptop computer. With its arrival at the end of April, the E-Chair will allow platelet donors to use the laptop computer to surf the Internet, read e-mails or watch a movie on DVD. "Hopefully the E-Chair will help make the donation time pass a little more quickly for platelet donors, who spend approximately two hours donating much-needed platelets," says Cronin. The BTS will be the first blood donor center in the area to offer the E-Chair. ●

The MGH BTS has represented many "firsts" during the last 60 years. Below are some other BTS milestones:

- The BTS is the first and largest hospital-based blood bank in New England.
- In 1942, the MGH Blood Bank supplied blood and plasma for patients who were injured in the Cocoanut Grove Nightclub fire.
- In 1945, the Blood Bank held air raid defense blood drives to collect and freeze plasma for World War II troops.
- The Blood Bank helped establish a nationwide reference laboratory network in 1956 to solve blood incompatibility problems and to establish a national rare donor file.
- In 1963, MGH physician Charles Huggins, MD, invented the Cytoglomerator, which provided the first practical method of freezing large quantities of blood.
- In 1968, the Food and Drug Administration first licensed the BTS for whole blood collection and distribution.
- MGH transfusion medicine recently completed the largest prospective, randomized trial for the use of blood components from which white blood cells had been removed.
- The MGH apheresis (the procedure of donating blood platelets) program, in conjunction with the MGH stem cell program, currently is one of the most active sites in New England for the collection of stem cells for the National Marrow Donor Registry.
- The BTS includes a nationally accredited laboratory for the identification of rare antibodies — one of only two such laboratories in New England.

In memoriam

Taveras

Juan M. Taveras, MD, MGH radiologist-in-chief *emeritus*, died March 28, in his native Dominican Republic. He was 82.

An authority in the field of neuroradiology, Taveras helped revolutionize the practice within the United States. Before the subspecialty was formally established, all neuroradiologic procedures were conducted by neurosurgeons. Taveras was able to show that these procedures could be done safely and interpreted more accurately when conducted by radiologists.

"Under Dr. Taveras' leadership," says James Thrall, MD, MGH radiologist-in-chief, "the hospital's Department of Radiology grew to become the largest and one of the most comprehensive departments of its kind in the world."

Taveras, who also was professor *emeritus* at Harvard Medical School (HMS), retired as chief in 1988. At that time, HMS created the Juan M. Taveras chair in Diagnostic Radiology, which is occupied by the chief of MGH Radiology.

Taveras wrote numerous articles, papers and books, and established the *American Journal of Radiology*.

— MGHer makes remarkable recovery

(Continued from Page 1)

who delivered bad news — she would not be running the marathon. She was diagnosed with a rare condition called Guillain-Barré syndrome, an inflammatory disorder of the peripheral nerves outside the brain. It is characterized by temporary paralysis of the legs, arms, breathing muscles and face. In some cases, patients may require a stay in an intensive care unit, especially if they need machine assistance to breathe. Recovery can take months and may leave long-term disabilities.

Roberts, who was diagnosed with a mild case, was immediately hospitalized and given intravenous immunoglobin therapy. The cause of the syndrome is not known, but most cases occur after a viral or bacterial infection. Roberts believes her condition resulted after a bout with a stomach bug.

After eight days in the hospital, Roberts still had a long road to recovery. The condition had affected her facial muscles to the point that she couldn't blink her eyes. She could hardly walk. Roberts relied on her boyfriend to help her with many everyday tasks such as drying her hair and eating a meal.

But throughout her illness, the one thing that she regretted the most was missing marathon day. "Everyone was very supportive, but I just couldn't believe this wild and crazy thing had happened to me."

Roberts

Roberts' finally was able to go back to work part-time last June and then full-time in July. And much to the surprise of her family, friends and colleagues, Roberts started running in September with the hope of trying to run the marathon in 2002. "I just had to try again," she says. "I'm nervous. I won't believe it until I actually cross the finish line."

Roberts has a strong motivator to help her reach that goal. Her inspiration comes from 7-year-old Tommy Doran, who is a leukemia patient at MassGeneral Hospital for Children. Roberts was paired with Tommy, who now is in remission, as a part of the MassGeneral Marathon Team. Roberts met Tommy and his parents, Lisa and Tom Doran, in March during Tommy's last chemotherapy treatment. "He stole my heart the minute I met him," says Roberts. "I feel like I'm blessed with a lot of things and one of them is getting to know Tommy and being able to run the marathon for him." ●

Celebrating Children and HealthCare Week

Kids and families will be winners when MassGeneral Hospital for Children celebrates Children and HealthCare Week, April 21 to May 3, with the theme "Olympics of Good Health: Light the Fire Within."

The entire week will be packed with interactive and educational activities for children and families.

Schedule of activities:

April 21 to May 3 — An art fair will be held throughout the week in the Main Corridor. Art created by children from across the state, focusing on the theme "Who or What Keeps You Healthy and Safe?" will be on display. Employees, patients and visitors can vote for their favorite artwork in three age categories.

April 22 — A special all-day conference entitled "A Kaleidoscope of Thought-Provoking Pediatric Dilemmas," will be held, 8 am to 4:30 pm, in the Wellman Conference Room. Cynda Rushton, RN, PhD, a nurse ethicist at Johns Hopkins University, will give the keynote address. The conference is open to the public; MGH employees attend free of charge. To register, call (617) 726-3111.

April 23 — "Send in the Clowns: Need for Humor in Medicine," a special multidisciplinary pediatric grand rounds, will be held from noon to 1 pm, Wellman Conference Room. Lunch will be served.

April 24 — Hurt Alert Day, an educational program, will be held throughout the day to offer information to employees and families about how to keep children pain-free while in and out of the hospital.

April 25 — The annual Children's Health Fair, set to the theme "The Olympics of Good Health," will be held from 9 am to 4 pm in the Bulfinch Tent. Sponsored by the FleetBoston Financial Foundation, the fair will include more than 50 interactive booths related to children's health and safety.

April 26 — The Family-Centered Care Awards ceremony will be held at 1:30 pm in the Ellison 18 family room. Five awards will be presented. Refreshments will be served.

Throughout the week entertainment also will be offered to pediatric inpatients at MassGeneral Hospital for Children: April 21, a portable play house; April 22, children's theater performance; April 23, a visit from Boston Aquarium staff; April 24, an ice cream party; April 25, a musical performance from the "Baratones;" April 26, art day; and April 27, a karate group.

For more information about Children and HealthCare Week, contact Mary Lou Kelleher, RN, at (617) 724-5720.

WHAT'S HAPPENING

Memorial service
A memorial service for Anthony Kirvilaitis of Patient Care Services will be held April 29, from 11 am to noon in the MGH Chapel and O'Keeffe Auditorium. A reception will follow in the Trustees Room. He died Jan. 14 after a long battle with cancer. Kirvilaitis worked at the MGH for 16 years.

PIE award online nominations
Nomination forms for the 2002 Partners in Excellence awards will be available online April 15. Individuals or teams who consistently go beyond the call of duty in quality treatment and service; leadership and innovation; teamwork; operational efficiency; or outstanding community contributions are eligible for nomination. The online nomination form will be available by visiting *http://intranet.partners.org/pie/.*

Biostatistics seminars for physiologic investigators
The Clinical Research Program is sponsoring "Problem-Based Biostatistics Seminars for Physiologic Investigators." Seminars will be held in the Lawrence House Conference Room May 2, 9, 16 and 23, from 3:30 to 5 pm. This seminar series is intended for physiologic investigators who have moderate or substantial statistical experience. The goal of the seminars is to demonstrate alternative statistical approaches to questions explored by physiologic investigators. Registration is required and must be received by April 25. For more information or to register, visit *www.crnet.mgh.harvard.edu* or call (617) 726-1669.

Quilt display
The MGH Comforters, a group of MGH employees and volunteers who quilt, will display the comfort quilts they have made for MGH patients and their families. The display will be in the Main Corridor April 18, from 11 am to 2 pm. For more information, call the MGH Volunteer Department at (617) 726-8540.

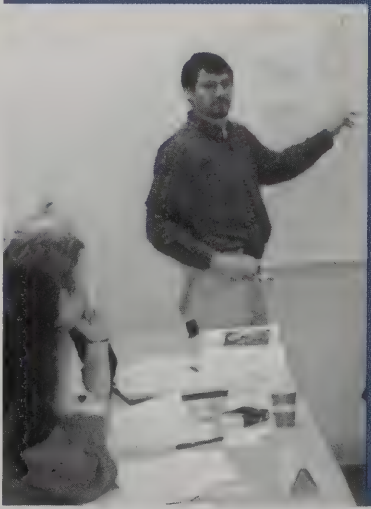
Genetic Issues in Clinical Research
The Clinical Research Program and the Harvard-Partners Center for Genetics and Genomics are co-sponsoring a two-day course addressing "Genetic Issues in Clinical Research," May 2 and 9, at the Partners Training and Development Center, 185 Charles River Plaza, second floor. The course will be taught by Gretchen Schneider, MS, education coordinator, and Bruce Korf, MD, PhD, medical director. This two-day class is intended for clinical research nurses and coordinators with at least six months research experience. Registration is required. For more information or to register, visit *www.crnet.mgh.harvard.edu* or call (617) 726-1669.

Winning at the Losing Game
MGH Nutrition Services is offering a 10-week weight management class called "Winning at the Losing Game." Beginning May 1, the class meets every Wednesday from 5:30 to 7:30 pm and includes nutrition education and an individualized plan by a registered dietitian, an exercise program supervised by a physical therapist and martial arts instructor, and behavioral modification to assist with lifestyle change. The class is $265, and $240 for MGH employees. For more information, call (617) 726-2779.

Organ donor awareness
The New England Organ Bank will host an information table in the White Lobby April 22 to 26, from 10 am to 2 pm, to provide information and answer questions about organ donation. For more information, contact Rick Fowler, of the New England Organ Bank, at (617) 244-8000.

Breaking the language barrier

As patient diversity increases, many employees at the hospital want to learn — and sometimes need to learn — a second language for their jobs. The MGH offers an on-site program called Spanish for Health Care to address this need. The course is offered through MGH Human Resources and Partners Corporate Training to help enhance employees' knowledge of the Spanish language and Latino culture. Class participants learn common Spanish phrases to help employees feel more comfortable with Spanish-speaking patients. Three levels of Spanish are offered, including an introductory class for those with no prior experience in Spanish. All the instructors are native Spanish speakers, such as Victor Diaz, shown at left with his New Beginners group. For more information, call (617) 726-2230.



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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Marathon miles add up for a good cause

Known as one of the most famous hills in the running world, Heartbreak Hill in Newton — between miles 20 and 21 of the Boston Marathon — has long been dreaded by marathoners. But for those running with the 2002 MassGeneral Marathon Team on Marathon Monday, it was a welcomed site. More than 200 pediatric cancer patients, their families and friends of the runners gathered at Heartbreak Hill to cheer loudly and enthusiastically for the MGH runners.

The group of runners — known as the MassGeneral Marathon Team "Fighting Kids' Cancer ... One Step at a Time" — is made up of 58 physicians, nurses, staff, patients and others. The team members committed to raise $2,000 each to benefit childhood cancer research at MassGeneral Hospital for Children. Many of the runners were paired with pediatric cancer patients, ranging in age from 3 to 18, which helped to inspire them to persevere through the grueling 26.2 miles of the marathon.

Howard Weinstein, MD, chief of Pediatric Hematology/Oncology at MassGeneral Hospital for Children, started the MassGeneral Marathon Team in 1998 after an 18-year-old patient under his care died from incurable sarcoma. In the past four years, the team has raised more than $1.5 million for pediatric cancer research. ●

MassGeneral Marathon Team
Fighting Kids' Cancer... One Step At A Time
GO DR. WEINSTEIN
Mass General
14855

MGH Volunteer Department wins national recognition

While MGH employees, patients and visitors often recognize hospital volunteers for their services with a grateful gesture or a sincere "thank you," the MGH Volunteer Department received a national recognition recently. The department was honored for one of its programs by the American Hospital Association (AHA) for its "Language Bridge Project." The honor was bestowed at the AHA's annual Awards for Volunteer Excellence held April 8 at the AHA Annual Meeting and Conference in Washington, DC.

The Hospital Awards for Volunteer Excellence (HAVE) program was established to help hospitals attract and retain volunteers by recognizing outstanding contributions of volunteer programs. The MGH project won in the category of In-Service Hospital Volunteer Program.

The Language Bridge Project was started by Jean Swaim and Dorothy Martin of the Ladies' Visiting Committee along with staff from Interpreter Services, which is a part of the MGH Volunteer Department. The project developed a series of multilingual books to help clinical staff communicate better with non-English-speaking patients. The series of booklets, entitled "Point to Talk," is available in 19 languages — from Creole to German to Spanish. The Volunteer Department has received requests for the booklets from local, regional and national medical centers.

Dorothy Martin, right, receives the award from Mary Roch Rocklage, chair of the AHA Board of Trustees.

A grateful parent tells a tale of heroism at MassGeneral Hospital for Children

As MassGeneral Hospital for Children *recognizes Children and HealthCare Week, April 22 to May 5, clinicians not only celebrate the young patients who are successfully treated here, but also honor the families who have experienced the loss of a child.*

Carole Trainor is the mother of a child who died at MassGeneral Hospital for Children in 2001. Below she shares the experience of her son's care at the MGH in her own words:

In many ways, the story I am about to tell does not fit what we have come to expect of a heroic tale. It does not end in triumph and glory. There is, however, my unending appreciation, admiration and respect for the medical team who cared for my 8-year-old son, Stephen, for the last year and a half of his life.

Stephen Trainor

On Aug. 10, 1999, Stephen had a bone marrow transplant at a hospital in the Midwest. We returned to Boston four months later, admittedly somewhat jaded about the medical establishment. I had come to see doctors as distant professionals who were unable to get close to their patients. My opinion of nurses was not much better. But I was in for a transforming experience when I brought Stephen to the MGH under the care of Howard Weinstein, MD, chief of Pediatric Hematology/Oncology.

Almost immediately, I felt the burden of worry about my son's health being eased and shared by a group of brilliant and compassionate professionals. From that time on, Stephen and I would never be alone in his quest to live life as fully as possible with or without illness.

Stephen had a succession of life-threatening post-transplant complications, which required frequent hospitalizations and demanded intense medical problem solving. As Dr. Weinstein pointed out, Stephen didn't seem to want to follow any medical books — he was writing his own. During these difficult times, Dr. Weinstein, Patricia Kent, NP, Heidi Jupp, RN, and Stephen's team of nurses on Ellison 18 — Lisa Donelan, RN; Karen DaRocha, RN; Anita St. John, RN; and Susan Rooney, RN — never retreated. Instead, they worked tirelessly to try to bring about the medical results we were all longing to see. And if they felt discouraged, they never let it show. Rather than being lost in a swirl of confusing tests, procedures and medications, I always felt assured that every procedure was measured and carefully considered by Drs. Weinstein, David Ebb, Alison Friedmann, Eric Grabowski, Verena Gobel, Bernard Kinane and Elizabeth Dooling.

Instead of despair there was hope. And hope does not come easy when the odds are working against you. I had always hoped Stephen would become a man of honesty, integrity, faith, perseverance and love toward all. Although he was only 8 years old, he achieved those hopes and left the world a better place than he found it.

I am so grateful to Dr. Weinstein and the medical team who helped Stephen survive some very difficult complications. Living with Stephen in that special realm, where the uncertainties of life that surround us all become palpable, I learned to live authentically and trust in life. For the first time, I saw awe in all things I took for granted. Where there could have been fear, there was trust. Where there could have been chaos, there was peace. Where there could have been deep sadness, there were parties celebrating Stephen's discharge after spending two months in the hospital. Without the courageous intervention of Stephen's nurses and doctors, I would have missed out on some of that precious time with my child, and there is not one day that I could have spared.

As Stephen's time here neared to a close, I found this fine group of professionals to be truly heroic. Rather than protecting their feelings or their egos, everyone continued to stand by him until the end. With the support of all the physicians and nurses, social worker Ken Scheublin, LICSW; Annah Abrams, MD, of Psychiatry; and Patricia Byrne of the Chaplaincy, they helped me face some difficult questions and try to find the answers I needed.

Stephen's last night with us was a blessed event — just as much, if not more so, than the first blessed event when he entered my world. My courageous boy had lived his life to the fullest right up until the end. He was comfortable and not fearful, and I was able to cuddle him on my lap for six hours before having to let go. For being there in the end, when there would be no cheers of success, no pats on the back, I am so indebted to Dr. Weinstein. It is seldom mentioned that there is no greater compliment in the world that a mother can give than saying: "I trust my child's life with you" or "in his final moments there is no one I would rather have present and caring for him than you."

So you see, I consider myself a bit of an authority on heroism. After all, I have lived in the company of angels and heroes for the past few years. ●

Illuminating spring with new beginnings

Spring often is thought of as a season of renewal and new beginnings. So it seems fitting that the MGH Cancer Center's "Illuminations" art exhibit ushered in its spring display of artwork at the Northeast Proton Therapy Center (NPTC), which offers new beginnings to many cancer patients.

Judy Finegold, left, with artist Katherine Church

A special reception for the rotating art exhibit was held at the NPTC April 11 and featured the work of 18 local artists in media such as oil, watercolor, pen and ink, photography and sculpture. The pieces are chosen to reflect themes of human courage, experience and life and are displayed for the viewing pleasure and enlightenment of Cancer Center patients, families, staff and friends. Artwork also is displayed on Cox 2 and 5, Bigelow 12 and WACC 2.

Artist Judith Pinkham

As one of only two hospital-based proton therapy centers in the world, the NPTC features the most advanced technology of its kind. It delivers precisely targeted radiation therapy to patients with tumors or other problems without harming healthy tissues. The NPTC opened in November 2001.

For more information about Illuminations, call (617) 726-2689. ●

MGH Dermatology celebrates the life of Khosrow Momtaz, MD

The MGH Dermatology Department recently dedicated the Khosrow Momtaz Phototherapy Center to the memory of longtime MGH dermatologist Khosrow Momtaz, MD, who died last year at the age of 53. The dedication began April 4 at Shriners Burns Hospital where the first memorial lecture took place to honor Momtaz's contributions as a professional and a friend to department members. The dedication ceremony was held afterward on WACC 4, where the Momtaz Phototherapy Center now is located.

Colleagues and friends joined with members of the Momtaz family at the center, which features a special plaque and a portrait of Momtaz. The center was made possible through the Khosrow Momtaz Education Fund Committee, established to raise money for an annual lectureship and scholarship to train physicians in the field of phototherapy.

During his 24-year career at the MGH, Momtaz made many major contributions to the Dermatology Department and to the field of dermatology. He was known for his clinical research in psoriasis, photomedicine and laser dermatology. According to colleagues, Momtaz provided competent and compassionate care in the phototherapy clinic, the first such clinic in the nation where many new developments in phototherapy were first applied. He also was a co-founder of the MGH Laser Clinic, which was established in 1986.

According to one of his colleagues, Ernesto Gonzalez, MD, Momtaz was well known as an excellent clinician, investigator and teacher. "Khosrow was the unsung hero of our department and training program because of his demeanor and values. He never put his ego ahead of his responsibilities and passions," says Gonzalez. "His career as a clinician outside of the hospital environment also was stellar, attested to by testimonials from his loyal patients and peers."

Momtaz

WHAT'S HAPPENING

MGH Secretarial and Clerical Support Staff Day

All MGH secretarial and clerical support staff are invited to attend the Secretaries Day luncheon and the Pamela J. Ellis Award presentation April 24, in the Bulfinch Tent. The luncheon begins at 11:30 am, followed by the award presentation at 12:15 pm. The celebration ends at 2 pm. This private luncheon is open only to MGH secretarial and clerical staff.

AMMP scholarship applications

The Association of Multicultural Members of Partners (AMMP) will offer educational scholarships to under-represented minority employees who have been accepted into academic or professional certificate programs for the fall or spring. The goal is to expand access to career opportunities at Partners by assisting minority employees in obtaining a professional certificate, associate's, bachelor's or master's degree. Scholarship recipients must commit to at least 20 service hours to AMMP during the following fiscal year. Scholarships will be awarded for up to $1,000. Applications are due by July 12. For more information, call (617) 724-4132 or send e-mail to *agee@partners.org*.

LSO performance

Jonathan McPhee, music director and interim artistic director of the Boston Ballet, will be guest conductor for the Longwood Symphony Orchestra, May 11, at 8 pm, at Jordan Hall. The concert will benefit the New England Hemophilia Association. The LSO performs four annual concerts at Jordan Hall that benefit health-related charities. The LSO is an ensemble comprised of Boston-area physicians, hospital staff and medical students. For tickets, call the LSO at (617) 332-7011 or the Jordan Hall box office at (617) 536-2412.

Timilty Partnership offers summer employment

The MGH/Timilty Partnership will place Timilty Middle School students in departments that need additional part-time help for the summer. SummerWorks, is a career exploration/summer internship program for graduating eighth-graders. The program combines weekly interactive workshops with real work experience. Students spend 23 hours per week at the worksite. In addition, the MGH/Timilty Partnership is offering Jobs for Boston Youth, which is an alternative summer employment program that links SummerWorks alumni and students from the hospital's newly formed partnership with East Boston High School with job opportunities at the MGH. For more information, send e-mail to *Timilty@partners.org* or call (617) 724-3210.

Institute commencement

The MGH Institute of Health Professions will celebrate its 22nd commencement ceremony May 4, at 2 pm, on the Quad of Harvard Medical School. James Carroll, noted author and winner of the National Book Award, will deliver the commencement address. For more information, contact Lillian Johnson at (617) 726-4276.

Free skin cancer screening

MGH Dermatology will offer free skin cancer screenings May 7, from 5 to 7 pm in WACC 481. Screenings are by appointment only. For more information, call Carolyn Catinazzo, skin cancer coordinator, at (617) 726-1869.

Brain Tumor Action Week

In recognition of Brain Tumor Action Week, May 5 to 11, the MGH Brain Tumor Center will host an information table in the White Lobby to raise awareness about brain tumor treatment. For more information, call Michele Lucas at (617) 726-6106.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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www.mgh.harvard.edu/pubaffairs

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(617) 726-2206

Organ donor awareness

According to the New England Organ Bank, approximately 16 people die each day awaiting a life-saving organ transplant. They are among the 79,000 people nationwide who are on the national transplant waiting list. Additionally, there are tens of thousands of individuals who are awaiting life-enhancing bone, heart valve, vein, skin and corneal transplants.

The need for organs and tissues for transplant is increasing at a rapid rate and far exceeds the availability of these organs and tissues. To combat this imbalance and increase general awareness for organ and tissue donation, Congress enacted National Organ and Tissue Donor Awareness Week (NOTDAW), which will be held this year from April 21 to 27.

In recognition of NOTDAW, the MGH and the New England Organ Bank will host an information table in the White Lobby April 22 to 26, from 10 am to 2 pm, to provide information and answer questions about organ donation. For more information, contact Rick Fowler, of the New England Organ Bank, at (617) 244-8000.

April 26, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

Arthritis drug may reduce cardiovascular death risk

Patients with rheumatoid arthritis who take the common drug methotrexate may have a reduced risk of dying, particularly from cardiovascular disease, according to a study in the April 6 issue of *The Lancet.* Hyon Choi, MD, MPH, of the MGH Rheumatology Unit, is first author of the report that analyzed data from more than 1,200 patients with rheumatoid arthritis. Almost 600 of these patients were treated with methotrexate, which reduces the inflammation that characterizes the illness. Although those placed on methotrexate therapy had more severe arthritis, patients taking the medication had a 60 percent reduction in their risk of dying during the average six-year follow-up period.

Rheumatoid arthritis is an autoinflammatory disease in which the body's immune system mistakenly attacks joint tissues. In addition to experiencing joint pain and swelling, patients with rheumatoid arthritis have a reduced life expectancy, with increased deaths from cardiovascular disease, infection and malignancy. This was the first prospective study to examine whether methotrexate, which improves quality of life in rheumatoid arthritis patients, also could have an effect on mortality.

The research team, which includes scientists from Harvard School of Public Health and the University of Kansas, notes that the drop in cardiovascular deaths could relate to reduced overall inflammation — which also has a role in heart disease — and to improved mobility and exercise among patients. They note that further studies may clarify the mechanisms involved and point to improvements in therapy.

"The increased risk of cardiovascular disease in patients with rheumatoid arthritis and the growing consensus that chronic inflammation plays a major role in cardiovascular disease suggest that these results may have several important applications," says Choi. ●

James J. Mongan, MD, MGH president, with Quinn

Honoring excellence with Pam Ellis Memorial Secretarial Award

Ann Quinn is a humble person. When asked if she was excited about being the 2002 recipient of the Pamela J. Ellis Memorial Secretarial Award for her work as chief secretary for the MGH Stroke Service, she responded, "I don't think I've done anything special. The rest of the people I work with should be recognized as well. It's not just one person who makes things run," she says.

But others who work with Quinn tell a different story. In fact, according to a nomination letter written by J. Philip Kistler, MD, director of the Stroke Service and Quinn's boss, she has been the "center pin" of the service for the 20 years she has worked in the department. "Succinctly put, without her the hospital and we would not have a Stroke Service," he said. "For the 13 physicians serving on the service, Ms. Quinn's diligent, thorough, reliable, honest and intuitive supervision of the patient management administrative issues and her leadership of the two secretaries serving under her simply allows the service to accomplish its patient care mission. My colleagues and I feel that Ms. Quinn is the Stroke Service."

This outstanding performance exemplifies the kind of employee who is selected for the Pam Ellis Award, which is given annually to a support staff member in recognition of National Secretary's Day. The award was named for Pamela J. Ellis, an executive secretary at the MGH, who died in October 1996 at the age of 31. The $1,000 award was established in 1997 to honor employees who exhibit the same excellent qualities and work values demonstrated by Ellis during her tenure.

The award was presented to Quinn at the Secretarial/Clerical Staff Day luncheon held under the Bulfinch Tent April 24. The 50 other award nominees also were honored.

MGH hosts international council

Researchers from around the world gathered April 17 through 20 at the MGH and Harvard Medical School for the 47th annual meeting of the Plastic Surgery Research Council (PSRC). According to W. P. Andrew Lee, MD, of MGH Surgery and current chair of the PSRC, the three-day meeting offered a forum for scientific exchange and networking for physicians and researchers in the field of plastic surgery. More than 300 attendees gathered for the local program and scientific sessions in the Ether Dome, Shriners Burns Hospital, the Fairmont Copley Plaza and the Loeb House at Harvard Yard. A gala dinner also was held at the Museum of Fine Arts.

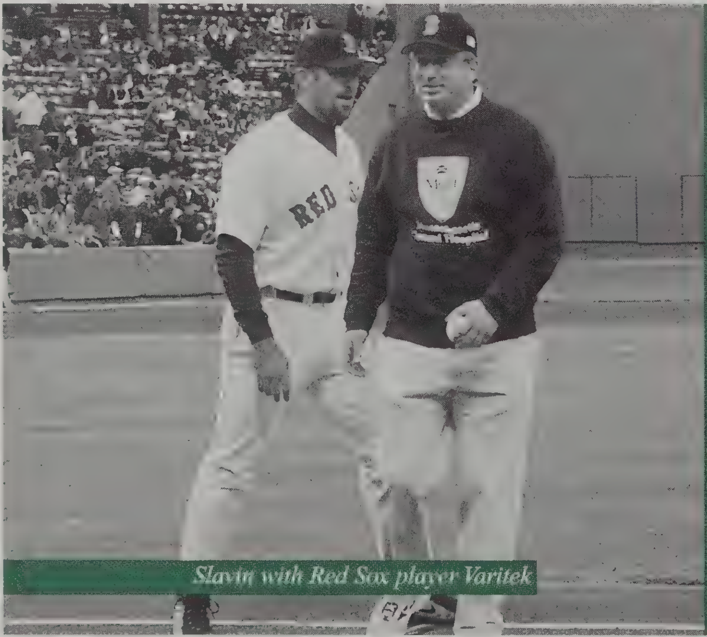
Lee

"This is a critical juncture for our specialty with increasing economic pressure and competition," says Lee. "There has never been a more important time for rediscovering the origins of plastic surgery and reinvigorating our focus on research and innovation." ●

Bringing comfort to MGH patients

Many employees bring comfort to patients every day by tending to their clinical needs. But a small group of hospital employees and volunteers recently gathered to bring a different kind of comfort to those who are sick. The group, called the MGH Comforters, share a love and talent for making quilts, and they have made 20 of the special creations for MGH patients and their families. The group displayed their quilts in the Main Corridor April 18 and plans to continue making quilts to bring comfort to MGH patients.

From left, MGH volunteer Jill Martuza and Sylvia Weld of MGH Neurosurgery.


Slavin with Red Sox player Varitek

Pitching in to help win the game

It was a momentous occasion for Peter Slavin, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization. It wasn't a patient care setting or a meeting of hospital physicians and executives. Instead it was an envied position on the pitcher's mound at Fenway Park.

Slavin was invited to throw the first pitch at the Red Sox vs. Yankees game April 12 in front of a packed stadium of more than 32,000 fans — more than 500 were MGHers who had bought tickets through the MGH PERKS program. Slavin proudly pitched a strike.

"Standing on the mound at Fenway was a childhood dream come true," says Slavin. "However, home plate seemed more like a mile away from the mound rather than 60 feet, 6 inches. I am not sure how the ball reached Jason Varitek at the plate."

MGH Vital Signs: FY 2002 first-quarter results

A quarterly status report of hospital performance

General Hospital financial statement (in millions)

	YTD Actual	Variance to Budget	FY 2001
Net Patient Service Revenue	$246.5	$ 5.9	$213.8
Research Revenue	79.8	5.9	68.6
Other Operating Revenue	24.3	2.8	19.6
Total Revenue	350.6	14.6	302.0
Salary and Benefits	132.3	1.4	115.7
Supplies and Outside Services	80.3	(3.0)	70.4
Other Operating Expenses	69.6	(1.6)	62.9
Direct Research Expenses	56.4	(4.9)	47.6
Total Expenses	338.6	(8.1)	296.6
Current Operating Gain (Loss)	12.0	6.5	5.5
Prior-Year Adjustments	0.0	0.0	0.0
Gain (Loss) from Operations	**12.0**	**6.5**	**5.5**
Non-operating Gains (Losses)	0.9	(4.3)	10.4
Net Gain / (Loss)	$ 12.9	$ 2.2	$ 15.9

Financial overview: The MGH started fiscal year (FY) 2002 with a strong gain of $12 million, which compares favorably both to budget and to the first-quarter results of the last two years. Revenue areas exceeded budget in the first quarter, which represents the period from October to December.

Supply expenses were 2.2 percent over budget, mostly from medical and surgical supplies and pharmaceuticals. Utility expenses were $0.2 million under budget because of the warmer weather and the absence of the rate volatility the hospital had experienced in FY '01. Salary expenses were $0.7 million under budget because hiring activity did not increase as expected.

Admissions exceeded budget and FY'01 figures, while admit-to-observe stays have declined. A positive admissions variance is expected to continue but will decrease. Opening of new beds later in the year could affect admissions. Births were slightly under budget and prior-year numbers.

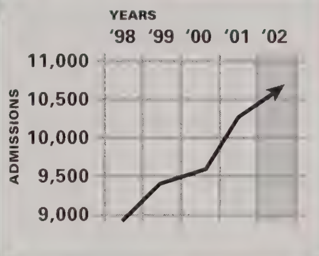
Length of stay (LOS) was at 5.81 days for the first quarter, which is .05 days better than budget and 0.14 days below the first quarter of FY'01.

Outpatient visits surpassed the target level by 1.7 percent. Health center and Emergency Department visits were the main contributors to the positive variance.

Admissions

FY '02 actual:	10,687
FY '02 budgeted:	10,415
FY '01 actual:	10,296
Patient days	62,096
Inpatient surgeries	4,356
Births	827

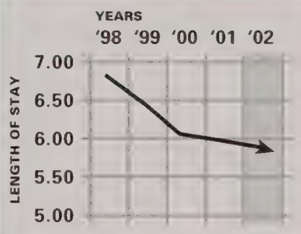
Five-year trend



Length of stay

	Days
FY '02 actual:	5.81
FY '02 budgeted:	5.86
FY '01 actual:	5.95

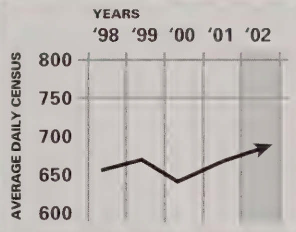
Five-year trend



Average daily census

FY '02 actual:	675
Average beds in service	868
Occupancy rate	77.76%
FY '02 budgeted:	664
FY '01 actual:	666

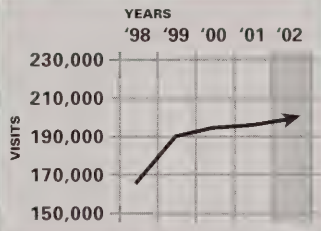
Five-year trend



Outpatient visits

FY '02 actual:	197,248
Clinic visits	105,540
Health center visits	73,300
Emergency visits	18,408
FY '02 budgeted:	193,998
FY '01 actual:	191,040
Outpatient surgeries	3,754

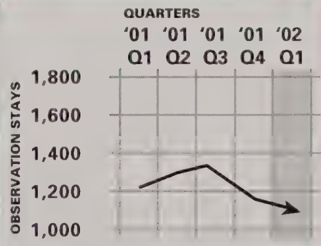
Five-year trend



Observation stays

FY '02 actual:	1,110
FY '02 budgeted:	1,338
FY '01 actual:	1,214
Chemotherapy infusion	110
Routine post-procedure recovery	372

Five-quarter trend



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WHAT'S HAPPENING

Digital Information Project

The Treadwell Library, the Cancer Resource Room and The Friends of the MGH Cancer Center are hosting a celebration for the inauguration of the Digital Information Project (DIP), May 6, noon to 4 pm in the Treadwell Library. DIP is a digital collection of cancer patient information that provides access to more than 400 full-text articles, book chapters, pamphlets and fact sheets. Ice cream will be served at the event.

Complementary medicine workshops for infertility

The MGH Vincent In Vitro Fertilization (IVF) Unit is presenting a free workshop about complementary medicine for couples and individuals who are dealing with infertility. "Psychospiritual Healing of Infertility" sessions will be held May 1, 8, 15 and 22, from 5:15 to 7 pm. For more information or for advance registration, call (617) 724-3500.

MGPO lecture

The Massachusetts General Physicians Organization will launch a series of lectures about research topics for physicians called "Advances in Genetics and Technology: What Will They Mean for Your Patients?" The first lecture, "Genetics and Genomics," will be held, April 30, 5 to 6:30 pm, in the O'Keeffe Auditorium. This series will give physicians an opportunity to learn about the potential clinical application of some cutting-edge research at the MGH. CME Category 1 credits will be offered. For more information, call (617) 724-8098.

Professional development series

Partners Training and Human Resources are offering a professional development series of information and training sessions. This program encompasses both training designed for managers and supervisors and other coursework open to all staff. Registration for fall classes has begun. To review course listings, visit *http://is.partners.org/hr/training.* To register, send e-mail to *training@partners.org.* For more information, call (617) 726-2230.

Multiple Sclerosis Ride

The MGH Missing Links Cycling team is gearing up for the 12th annual Multiple Sclerosis (MS) Ride. This two-day bike ride from Boston to Provincetown will take place June 22 and 23 and benefits the MS Society. For more information on the ride or about the cycling team, contact Sam Roberts at *seroberts@partners.org.*

HOPES seminars

The MGH HOPES (Helping our Patients and Families through Education and Support) program will offer several classes and seminars this month. "Exercise and Lymphedema Management," will be held May 6, from noon to1 pm, facilitated by Diane Heislein, PT. "Poetry to Heal By," will be held May 7 from 11 am to noon, facilitated by Elizabeth Cook, an expressive arts therapist. Yoga class will be held May 2, from noon to 1 pm, facilitated by Luba Zagachin, yoga instructor. "Understanding Your Blood Counts," will be held May 9, noon to 1 pm, facilitated by Cathleen Poliquin, RN, an oncology nurse practitioner. Seminars and drop-in support groups are free, and no prior registration is required. For more information, call the Cancer Resource Room at (617) 724-1822 or the HOPES program at (617) 72-HOPES.

IN GENERAL

Darin Dougherty, MD, and **Bethany Teachman, MS, MPhil,** both of MGH Psychiatry, received awards from the Anxiety Disorders Association of America (ADAA) in March. Dougherty was awarded the Career Development Travel Award, and Teachman received the Trainee Travel Award.

Jay A. Fishman, MD, director of the Transplant Infectious Disease Program, and **Nina E. Tolkoff Ruben, MD,** of the MGH Renal Unit, have been awarded the Fujisawa Clinical Science Award from the American Society of Transplantation. This award recognizes distinguished careers as clinician investigators in the field of organ transplantation. In addition, **Joren C. Madsen, MD,** of MGH Surgery, was awarded the Fujisawa Basic Science Award in recognition of his contributions in the field of transplantation-related research.

Elizabeth Hohmann, MD, of the MGH Infectious Disease Unit and director of the Partners institutional review board (IRB), has been named the recipient of the 2001 GlaxoSmithKline (GSK) Development Partners' Junior Faculty Award. This award supports the development of junior faculty members who are committed to clinical research.

Giuseppe R. Nigri, MD, PhD, of MGH Surgery, has been recognized by the American Society for Laser Medicine and Surgery for submitting the best resident research paper in the PDT/Oncology session at the organization's annual meeting.

Steven R. Smith, PhD, of MGH Psychiatry, received the Walter Klopfer Award given annually by the Society for Personality Assessment at its annual conference. The award is given for the best empirically based research paper published in the *Journal of Personality Assessment* in the preceding year. Smith, who specializes in clinical psychological assessment and research, works in the MGH Psychology Assessment Center.

Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;
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May 3, 2002

MGH HOTLINE

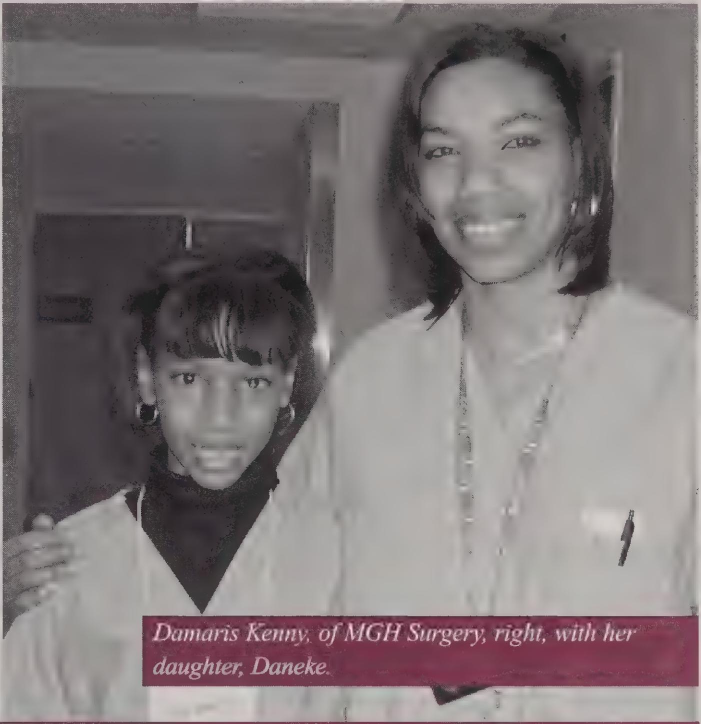
A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Lending a helping hand

Many MGH employees received a helping hand during their work day April 26 as more than 300 children visited the hospital for Take Our Children to Work Day. Kids had the chance to sample cuisine from the Eat Street Café, pay a visit to the Children and HealthCare Week Fair under the Bulfinch Tent and, of course, help their parents or sponsors with their workload.

Passersby saw groups of children trooping through the corridors as they took tours of the hospital to visit the Police and Security Dispatch Center, the helipad, the Blood Donor Center and the Respiratory Acute Care Unit on Bigelow 9.

The young participants also traveled back in time to 1846 as they relived the moment when ether was first demonstrated as a surgical anesthetic in the Ether Dome. Each child had their picture taken — courtesy of the MGH Photo Lab — in a life-size cutout of the surgeons who had performed that historic operation. Although the children didn't take home a paycheck, they did receive informational handouts, word puzzles and bags full of giveaways. ●



Damaris Kenny, of MGH Surgery, right, with her daughter, Daneke.

MGH teams up with organizations to raise money for ALS research

The MGH is teaming up with the ALS Therapy Alliance, CVS/pharmacy and Boston Red Sox player Nomar Garciaparra's foundation, the Nomar 5 Fund, to raise research funds for Lou Gehrig's Disease. The disease, also known as Amyotrophic Lateral Sclerosis or ALS, is a fatal neuromuscular disease characterized by progressive death of motor nerves resulting in muscle weakness and paralysis.

This fundraising partnership features an in-store promotion at more than 550 CVS/pharmacy locations throughout New England. The promotion will run from April 28 to June 15. With every $1 donation to the cause, store patrons will have the chance to win one of 14 prizes.

The money raised from this promotion will provide funding for ALS research being conducted by physicians and researchers participating in the ALS Therapy Alliance. The Alliance is a non-profit organization consisting of clinicians and researchers from the MGH, BWH, Beth Israel Deaconess Medical Center, Boston Medical Center, Harvard Medical School, the Massachusetts Institute of Technology and the University of Massachusetts Medical School.

Robert Brown, MD, director of the MGH Day Neuromuscular Research Center, has been working closely with Alan Abraham, director of the Alliance, to launch this fundraising campaign.

"ALS is such a devastating, rare disorder," says Brown. "Because it affects a small population, it has not received major funding for research. The Alliance was formed to find ways to raise the money and resources needed to fund new research initiatives."

For more information about the campaign, call Pam Yosh at (617) 726-5750.

Teaming Up
N5
$1 DONATION ENTERS YOU TO WIN!
Ask any CVS/pharmacy Associate for details!

Picking up the PACE: patient administration project underway

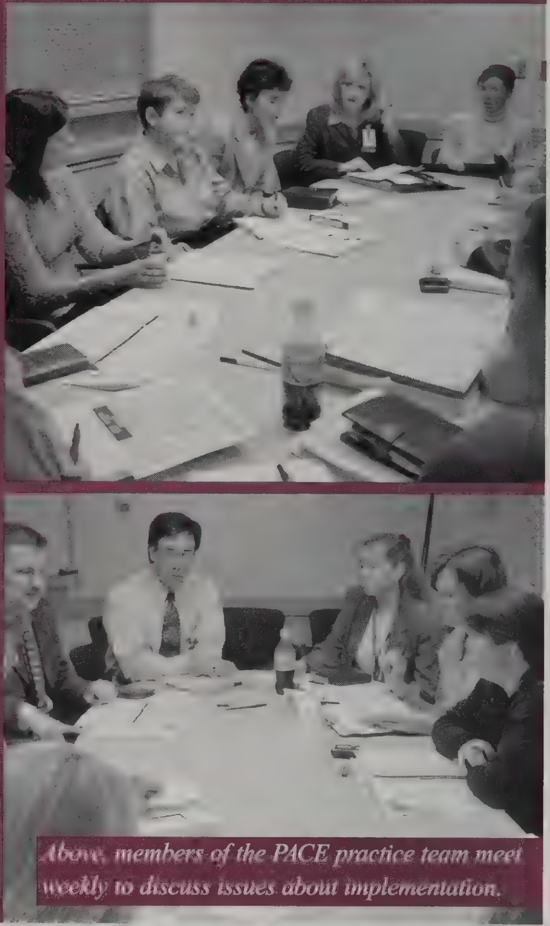
Since the January launch of the new patient administration project called Patient Administrative Cycle Enhancements (PACE), teams of employees have been working diligently in the first phase of the three-year project. The goals of the project include redesigning administrative processes associated with patient care, providing enhanced technology to support these streamlined processes and ultimately providing a significant financial benefit to the hospital. The project is a collaborative effort between the MGH and the Massachusetts General Physicians Organization (MGPO).

"Transitioning from the way we currently operate to the PACE model prepares the MGH and the MGPO for a 'quantum leap' into a future state of conducting business," says Nancy Gagliano, MD, vice president for MGH Physician Practice Management and Service Improvement and one of the project's sponsors. "While it is difficult to predict what the payor environment will be like in the future, we recognize that we can't make drastic business changes unless we first set the necessary groundwork. PACE positions the hospital and the MGPO to one day be as great administratively as we are clinically."

Currently, PACE teams are evaluating how certain administrative functions will change with the new model — functions such as patient registration, referral processing, financial counseling and determining insurance eligibility.

The practice team, pictured right, has representation from the MGH and MGPO Primary Care and Specialty practices. Led by Michael Gillespie of the Department of Medicine, the PACE team is focusing on recommendations for an initial design for referral processing that will be further developed in the coming weeks.

Picking up the PACE
Patient Administrative
Cycle Enhancements


Above, members of the PACE practice team meet weekly to discuss issues about implementation.

ADVANCES

Lymphatic vessels surrounding tumors are key to cancer spread

MGH scientists have discovered that metastasis, or spreading, of cancer cells depends upon lymphatic vessels at the edges of tumors, not those within the tumor itself, as had been speculated. The results, which will appear in *Science* magazine, were published April 25 on the Science Express website at *www.sciencexpress.org.*

The lymphatic system plays an important role in immune function but may act as a conduit through which cancer cells spread. Previous studies have identified lymphatic structures within tumors, but those vessels have not appeared to be functional. The MGH researchers now have shown that only collapsed lymphatic structures reside within a tumor mass and there are no functional vessels.

"These findings suggest new strategies for cancer treatment," says Rakesh Jain, PhD, of MGH Radiation Oncology. "Lymphatics at the tumor periphery are sufficient to carry cancer cells to other parts of the body, so these structures should be the targets of therapy." The MGH scientists have been conducting studies with a protein that stimulates the formation of lymphatic vessels and also promotes blood vessel formation in some tumors. They hope that hindering both blood vessel and lymphatic vessel formation may effectively block tumor metastasis.

The other members of this MGH research team are first author Timothy Padera; Ananth Kadambi, PhD; Emmanuelle di Tomaso, PhD; Carla Mouta Carreira, PhD; Edward Brown, PhD; Yves Boucher, PhD; Noah Choi, MD; Douglas Mathisen, MD; John Wain, MD; Eugene Mark, MD; and Lance Munn, PhD. ●

Jain

Protecting patient privacy: questions answered

Since the U.S. Department of Health and Human Services passed regulations last April protecting patients' privacy under the Health Insurance Portability and Accountability Act (HIPAA), many hospital employees have questions about how the new guidelines will affect how they care for patients. To help educate MGHers about the new HIPAA guidelines, the hospital launched a patient confidentiality awareness campaign last November. As part of the campaign, specific questions from employees about addressing issues of patient confidentiality will be published periodically in *Hotline (see below)*. The questions are answered by Deborah Adair, director of MGH Health Information Services, and Eileen Bryan, MGH project manager for HIPAA.

Q: A 16-year-old female patient requests a copy of her medical record, but she doesn't want her parents to know. Does she need a parent's authorization to receive these records?

A: *According to state law, if the patient is married, a parent of a child, pregnant or a member of the armed forces, she is an emancipated minor and is entitled to authorize the release of her own medical records.*

Q: A hospital employee is out on sick leave. One of his co-workers comes across a lab report that says the employee is a patient at the MGH and is being treated for hepatitis. What should the co-worker do now that the information is known?

A: *Since all lab reports are confidential, the co-worker cannot discuss the details with anyone. The co-worker should behave as though he or she had never seen this information — including not disclosing to the employee that his condition has been discovered.*

For more information about patient confidentiality policies at the MGH, call (617) 726-6360.

Children and HealthCare Week makes learning fun

From clowns to colorful artwork, MassGeneral Hospital for Children's celebration of Children and HealthCare Week had something for children of all ages.

The weeklong celebration, held April 21 to April 27, featured such events as an art fair, a grand rounds about using humor in medicine, an educational program about pain management, the annual Family-Centered Care Awards and daily entertainment activities for the pediatric inpatient units.

The highlight of the week was the annual health fair, which featured the theme "The Olympics of Good Health," sponsored by the FleetBoston Financial Foundation. More than 2,800 children from local schools and organizations attended the fair that featured 50 interactive booths and displays, offering a range of topics from fire safety to blood donation. ●

Young visitors have fun learning at the health fair.

WHAT'S HAPPENING

Bike to Work Week

In recognition of National Bike to Work Week, May 12 to18, MGH participants will ride their bikes to City Hall Plaza May 17 for a citywide celebration, from 8 to 10 am. For registration information, contact the Commuter Service Office at (617) 724-6588 or register at *www.bostonbikeweek.com.*

Effective communication seminar

The MGH Employee Assistance Program (EAP) will sponsor a Work/Life seminar, "Effective Communication in the Workplace," May 9, from noon to 1 pm in the Wellman Conference Room. The seminar will focus on different styles of communication. For more information, contact the EAP at (617) 726-6976.

MGPO lecture

The Massachusetts General Physicians Organization (MGPO) will hold its second lecture in its series called "Advances in Genetics and Technology: What Will They Mean for Your Patients?" This lecture, on medical imaging and tissue engineering, will be held May 9, from 5 to 6:30 pm in the Bigelow Amphitheater (White 418). Tom Brady, MD, of the Center for the Integration of Medicine and Innovative Technology, and Jay Vacanti, MD, of Pediatric Surgery, are the speakers. CME Category 1 credits will be offered. For more information, call (617) 724-8098 or visit *http://is.partners.org/mgpoOnline.*

Memorial service

A memorial service for Ronnie Heitman, a longtime MGH Radiology employee, will be held May 14 at 1 pm in the MGH Chapel on Ellison 1. Heitman died March 7. For more information, call (617) 726-8396.

Day of Obligation

In observance of the Roman Catholic Holy Day of Obligation, May 9, there will be two masses held at 11 am and 4 pm in the MGH Chapel on Ellison 1. For more information, call the MGH Chaplaincy at (617) 726-2220.

Breast cancer research nurse award

The MGH Gillette Center for Women's Cancers and the MGH Breast Cancer Clinical Research Department now are accepting nominations for the Clinical Breast Cancer Research Nurse Award. Eligible candidates should have a bachelor's or a master's degree in nursing with an interest in breast cancer clinical research. All interested candidates should submit their resume or CV by e-mail to Karleen R. Habin, RN, at *khabin@partners.org* by May 13.

Grant writing seminars

The Clinical Research Program is sponsoring a two-part seminar series about grant writing, May 14 and 29, from 4 to 5 pm in the O'Keeffe Auditorium. These lectures will focus on grant preparation for clinical investigators, emphasizing strategies in the review process that will secure funding opportunities. To register, visit *www.crnet.mgh.harvard.edu* or call (617) 726-1669.

Advance directives information

The Ethics in Clinical Practice Committee and the Blum Patient and Family Learning Center will host an information table about advance directives May 16, from 7 am to 4 pm, in the Main Corridor. For more information, call (617) 724-1765 or (617) 726-1486.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.mgh.harvard.edu/pubaffairs

MGH Hotline is published weekly by the MGH Public Affairs Office.
MGH Public Affairs Office
(617) 726-2206

MGPO launches website

The Massachusetts General Physicians Organization (MGPO) launched its website May 1, located at *http://is.partners.org/mgpoOnline.* The intranet (internal only) site includes resources and materials for MGPO administrative services, medical and quality management, managed care contracting, customer service and practice support, as well as links to the Physician Referral Service, the Partners Physician Directory and the International Patient Center. The managed care contracting section includes a searchable contracts database. The site also offers a feature called "Doc Talk," which is an online forum for physicians and house staff to discuss clinical issues. A centralized calendar lists MGPO educational opportunities, meetings and grand rounds. The home page of the site features an announcement section for updates on new policies, upcoming meetings and other timely information. For more information about the site, call Jennifer Wells at (617) 724-9080.

May 10, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH celebrates historic gift: $25 million from Yawkey Foundation

MGH history was made May 6 with the announcement of a $25 million commitment from the Yawkey Foundation to support the hospital's efforts to help increase access to vital outpatient care and services for patients throughout New England. The gift, which will be distributed over the next eight years, represents the largest contribution ever made to the MGH. To recognize the generosity of the foundation, the MGH will name its new outpatient facility, currently under construction, the Yawkey Center for Outpatient Care.

Mongan, left, greets Sen. Kennedy.

The announcement was made before a standing-room-only crowd at a special press conference held under the Bulfinch Tent. Guest speakers were John L. Harrington, executive director and trustee of the Yawkey Foundation, and Sen. Edward M. Kennedy (D-Mass). Speakers from the MGH were Edward P. Lawrence, chairman of the MGH Board of Trustees; James J. Mongan, MD, president of the MGH; W. Gerald Austen, MD, surgeon-in-chief emeritus and co-chairman of the MGH Leadership Campaign; and James Dineen, MD, who was Jean Yawkey's primary care physician.

An enthusiastic group of MGH trustees, physicians, nurses, employees and friends erupted into a burst of applause as the architectural rendering of the new center bearing the Yawkey name was unveiled.

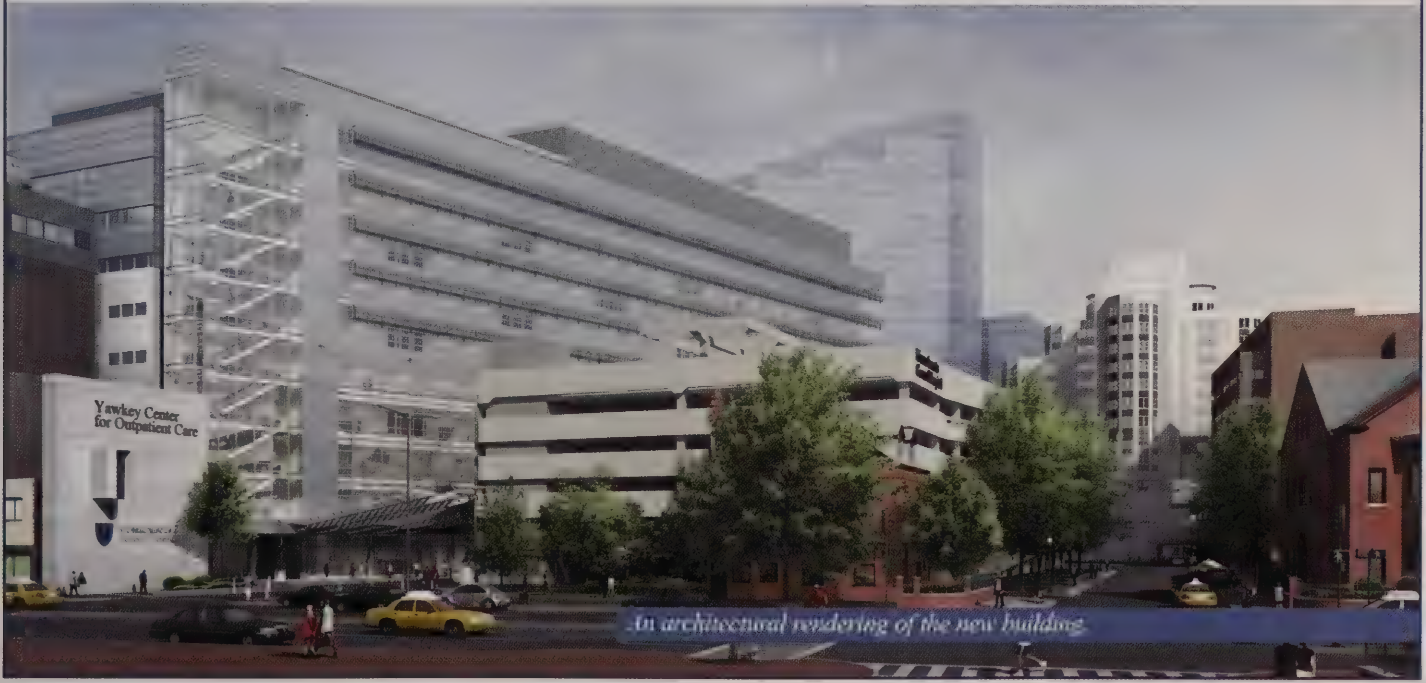
"The MGH truly is honored by the Yawkey Foundation's magnificent gift," said Mongan. "In return, the MGH makes a commitment to the Yawkey Foundation — to long remain the best resource for health care available anywhere, accessible and welcoming to all who need us. This we intend to do in the new Yawkey Center for Outpatient Care."

Austen

Jean R. Yawkey, who with her husband, Tom, were long-time owners of the Boston

(Continued on Page 2)

Harrington, left, and Mongan unveil a rendering of the new center.



An architectural rendering of the new building.

Seeds of Change: MGH celebrates 10 years of domestic violence awareness

It was an emotional night but one to be celebrated as several women representing countless others stood proudly before family, friends and co-workers to tell their powerful and often frightening tales of how they transformed themselves from victims of domestic violence to survivors.

Employees from throughout the hospital came together May 2, to celebrate 10 years of keeping domestic violence awareness alive at the MGH at a special ceremony called "Seeds of Change."

Awareness of this important issue formally began at the MGH in 1992 with the establishment of the Domestic Violence Working Group (DVWG). The goal of the interdisciplinary group is to educate, protect and represent members of the MGH community who have been affected by domestic violence. In 1997, the group established HAVEN (Hospitals Helping Abuse and Violence End Now) to enhance the hospital's response to this issue.

Other keynote speakers at the event included Bonnie Zimmer, MSW, director of HAVEN and chair of the DVWG; Evelyn Bonander, MSW, executive director of Social Services; and Andrea Stidsen, director of the Partners Employee Assistance Program (EAP).

Zimmer

MGH Police and Security staff members also play a crucial role in the fight against domestic violence. Under the direction of Bonnie Michelman, Police and Security works closely with the EAP and HAVEN to ensure the safety of anyone needing assistance. Officers, who have undergone sensitivity training for such situations, can provide escorts to court proceedings, ensure office safety and install panic buttons and phone taps.

Every year, 2 million women are victimized by domestic violence in the United States. Studies have shown that approximately 30 percent of women seen in urban emergency departments are battered women.

For more information about the DVWG and HAVEN, call (617) 726-3810. ●

Patients receive royal treatment

Patients of MassGeneral Hospital for Children received a rare treat May 3, when they were visited by members of Queen for a Day — a national, nonprofit organization designed to raise the self-esteem and self-confidence of girls coping with serious illness.

Current and former young patients enjoyed a well-deserved day of pampering with manicures, pedicures and overall beauty sessions from Queen for a Day staff members. The highlight of this special event occurred when each girl received her own tiara and sauntered down a homemade aisle to an awaiting throne in the Ellison 17 playroom where her picture was taken by her admirers. What made the crowning ceremony so special was that each tiara was donated by a beauty pageant title-holder.

Mary and Elizabeth Rufo enjoy their crowning moment

— Yawkey Foundation gift

(Continued from Page 1)

Red Sox, received her medical care at the MGH. Mrs. Yawkey, who died in 1992, was a strong advocate of the work of the hospital and supported many of its programs and initiatives. "This gift to Mass General Hospital, a place of healing and hope for countless New Englanders, will ensure that the Yawkeys' impact will be felt in our community for generations to come," said Harrington. "Throughout their lives, Tom and Jean Yawkey set an inspiring example by contributing generously to those institutions, large and small, that serve, support and have a direct impact on people in our community."

The $25 million commitment will enhance access to many of the services that were important to Jean Yawkey, including women's health, pediatrics, cancer and cardiology. Outpatient programs in these specialties, as well as muskoskeletal care, will be located in the new center. When completed in 2004, the center will be the largest and most comprehensive ambulatory care resource in New England.

"It is very fitting that our new facility be named in honor of Jean Yawkey," said Austen. "Mrs. Yawkey was known for her concern for the well-being of families and children, particularly those of less fortunate means. This new outpatient care facility will enable the MGH to better accommodate the growing numbers of patients seeking care in the hospital's many outpatient programs — and continue to provide that care to all, regardless of ability to pay." ●

May 10, 2002

MGHHOTLINE

MGH nurse celebrates a special kind of Mother's Day

Like most mothers, Mary Forshay hopes to spend this Mother's Day with her children. She has three sons: Christopher, 22, Matthew, 21, and Michael, 17. But this year's celebration of motherhood has a special meaning to her. It was at this time last year that she almost lost her two youngest sons — one to a tragic car accident and the other to a congenital heart condition.

Forshay will never forget the day she and her husband, Bob, received the call that every parent dreads. It was at 1:45 am May 9 last year. Matthew (Matt) had been in a car accident and was in the emergency room at the MGH — no details, just get there as soon as possible.

A physician in the Emergency Department delivered the bad news: Matt had a subdural hematoma (bleeding in the brain), a ruptured spleen, a lacerated liver, a bruised lung and many broken bones. He had been rushed to the operating room for a life-saving surgical procedure.

Forshay knew the significance of this news better than most. She had been a registered nurse for 29 years and was working at Spaulding Rehabilitation Hospital at the time. "I don't think I really heard it when they told me about his condition," she remembers. "What really scared me was that they couldn't tell me if or when he would ever wake up."

The next few days were traumatic. The Forshays, along with family and friends, waited by Matt's bedside, hoping for the best, preparing for the worst. "I really thought he was going to die that weekend," says Forshay. "I knew it as a nurse, and I knew it as a mother."

But Matt clung to life and made it through those crucial days following his initial surgery. The Forshays credit Matt's caregivers for helping him to pull through. "The whole SICU staff [on Ellison 4] was wonderful," says Forshay. "They weren't caring just for Matt, they were taking care of all of us too."

Mother's Day was the following Sunday and Forshay spent it at her son's bedside. Friends brought her flowers, and her sons, Christopher and Michael, gave her an emerald bracelet. The day came and went without any emotional acknowledgement for Forshay — she only wanted her son to heal.

The family then embarked on a long journey of uncertainty and recovery. "We had lots of ups and downs after that," says Forshay. "He was improving, but we still didn't know if he would recover cognitively from the brain injury or if he would ever walk again."

In July, Matt was scheduled for more surgery when the Forshays received yet another call that would change their lives. Their son, Michael, had been swimming in a Vermont river with friends when he passed out. The young man, who had a history of cardiac arrhythmia, had gone into cardiac arrest while diving. The Forshays dashed to the Vermont hospital to bring their youngest son to Boston by ambulance, where he could be treated at the same hospital as his brother. Three days later, Michael underwent cardiac surgery to implant an intra-cardiac defibrillator (ICD) to regulate his heartbeat. Fortunately, the operation was successful, and he made a full recovery.

From left, Matt, Mary and Michael Forshay

Two sons, two medical crises — it was more than most families could bear. "I don't know how we made it through all of it," says Forshay. "Luckily, we had the support of our family and friends."

Matt surprised everyone with a remarkable recovery. From the MGH, he was transferred to Spaulding, where he endured many physical therapy and cognitive rehabilitation sessions before being discharged in September 2001.

Forshay quit her job at Spaulding in October because it was "too emotional," and she needed to be available to take both of her sons to their many doctor appointments. She now works at MassGeneral Hospital for Children as a telephone triage nurse.

Just a year later, both of Forshay's sons are leading normal, healthy lives. Michael is doing well with his ICD, is finishing his sophomore year of high school and plans to look for a summer job.

As for Forshay's "miracle," as she describes Matt, he has little to show from his accident other than a scar from his tracheostomy and a slight weakness in his left leg. He has started lifting weights again and training to resume his favorite sport of boxing. He took the exam to become a firefighter in April, with the hope of embarking on the same career as the professionals who pulled him from the car wreckage that changed his life just a year ago. "I'm a completely different person now," says Matt. "I've changed. I can't describe it. I'm just not sure why I'm alive."

Forshay has similar feelings of awe. "Every day I look at him and can't fathom why he is still here. I'm just glad he is." May 12 promises to be a special Mother's Day for Mary Forshay. She plans to spend the day with her children — all of them. ●

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MGHHOTLINE

WHAT'S HAPPENING

Electrical shutdown
An electrical shutdown will affect the Blake, Ellison, Clinics and Founders House buildings May 19 at 12:30 am. Emergency power and lighting will be available in all affected areas. All critical patient care equipment should be plugged into red receptacles prior to shutdown. Power will be restored May 19 at 4:30 am. For more information, contact Anand Seth or Jason D'Antona at (617) 726-5169 in the Facilities Engineering Department or visit the MGH electrical shutdown website at *http://phsweb17/ref/u&e/hospe/MGH/sdinfo/index.htm.*

Durante Award presentation
The fourth annual Susan and Arthur Durante Award for Exemplary Care and Service with Cancer Patients will be presented May 14 at 4 pm in the Haber Conference Room. A reception outside of the Cox 1 entrance will immediately follow the award ceremony. The award honors two nonphysician staff members who exhibit compassion, caring and exemplary performance with cancer patients.

Working and breastfeeding seminar
The MGH Employee Assistance Program (EAP) will sponsor a Work/Life seminar entitled "Working and Breastfeeding," May 21, from noon to 1 pm in the VBK Building, Room 401. Germaine Lambergs, RN, a lactation consultant at the MGH, will give expectant parents and nursing mothers the basics on breastfeeding. For more information, contact the EAP at (617) 726-6976.

Zervas Lecture
The third annual Nicholas T. Zervas, MD, Lecture will be held May 21 at noon in the Ether Dome. Shlomo Melmed, MD, senior vice president for Academic Affairs at Cedars Sinai Research Institute and the UCLA School of Medicine, will be the guest speaker. For more information, call (617) 726-3870.

Research Patient Data Registry
The Clinical Research Program (CRP) and the Laboratory of Computer Science will offer a free lecture about using the web-based Partners Research Patient Data Registry to find patient cohorts for clinical research studies. The lecture will be held May 20, from 4 to 5 pm in the O'Keeffe Auditorium. To register, visit the website at *http://crnet.mgh.harvard.edu* or call the CRP Education Unit at (617) 726-1669.

MGH Revere annual Health Fair and Road Race
The MGH Revere HealthCare Center will sponsor its annual Health Fair and Road Race May 18, from 8:30 to 11 am, at 100 Ocean Ave. This year's fair will offer a variety of family activities including health screenings, safety tips, raffles and live entertainment. Registration for the road race begins at 7:15 am, or register online at *www.signmeupsports.com.* For more information, call (781) 485-6062.

Celebrating 60 years of service

A **monthlong** recognition of the 60th anniversary of the MGH Blood Transfusion Service (BTS) came to a close April 27 with a special dinner at the New England Aquarium for BTS staff and special guests. Other celebrations throughout the month included a cake-cutting ceremony and an information display in the Main Corridor and commemorative T-shirts given to all blood donors. To donate blood, call (617) 724-9699.

Top: Christopher Stowell, MD, PhD, BTS director.
Below: BTS staff member, Kim Wood, and her husband, Al, take in an underwater exhibit.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
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May 17, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Simply the best: MGH recognizes nurses

There were no guest speakers, Power Point presentations or slide shows. Instead, there were poignant clips from the television show "The West Wing," a mock television game show resembling "The Family Feud" and a rendition of the rock song "Simply the Best" by singer Tina Turner. This out-of-the-ordinary event was "MGH Nursing: The Journey of a Lifetime," held May 9 in the O'Keeffe auditorium to honor MGH nurses during Nurse Recognition Week, May 5 to 12.

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, offered inspiration and praise for MGH nurses with a special emphasis on teamwork.

Ives Erickson also recognized the outstanding work the MGH nursing staff demonstrated during the aftermath of Sept. 11, and what that meant to both the MGH community and the country. "Since those tragic events, the world has changed, thus, nursing has changed," she said.

"About 1,300 nurses apply to the MGH every year. They know what we know, that this is a pinnacle where aspirations are achieved."

> **"WHAT IS THE NEXT THING THAT WILL TEST THE MGH, THAT WILL PRESS US HARDER AND PUSH US FURTHER?"**

Ives Erickson's presentation then took on a lighter tone as she played host to the MGH version of "Family Feud" with nursing staff members from the Emergency Department and the PACU making up the two "families." The teams took turns at the podium answering general nursing questions and, depending on their answers, won either the praise or playful ridicule of their colleagues.

Ives Erickson ended with a provocative question that seemed to sum up the ongoing theme of the week, "What is the next thing that will test the MGH, that will press us harder and push us further?" ●

Nurse Recognition Week at a glance

Other activities for Nurse Recognition Week included a breakfast reception for staff nurses in the Trustees Room and a variety of presentations, such as "The Power of Nurses" with keynote speaker, Howard K. Koh, MD, MPH, commissioner of the Massachusetts Department of Public Health. He covered a myriad of topics such as the responsibility of public health workers, the need for compassionate leaders and the search for creative ways to educate patients in the health care setting. He ended the seminar with a serenade of "Wind Beneath My Wings" to all the nurses in the audience.

Nursing Research Day offered several scientific sessions focusing on such topics as improving pain management, helping parents deal with chronically ill children and improving patient care.

The final highlight of the week was a dinner reception at the Museum of Science, May10, with a special Omni Theater presentation.

The many faces of MGH Nursing

Martinos Center dedicates powerful new imaging equipment

Two state-of-the-art imaging units — both one of a kind — were dedicated April 29 by the Athinoula A. Martinos Center, a collaboration among the MGH, Massachusetts Institute of Technology and Harvard Medical School, located at the MGH NMR Center at CNY. A powerful 7-Tesla MRI system and a 306-channel magnetoencephalographic (MEG) system will give Martinos Center researchers an unprecedented ability to study the brain's normal activity and how that activity is disturbed by addictive behaviors and neurologic or psychiatric illnesses.

Installation of the two new systems was "the most significant project within CNY Building 149 since its original construction," said Bruce Rosen, MD, PhD, director of the Martinos Center. He noted that, in the 18 months since the center was founded, "tremendous progress has been made in developing new partnerships and new resources and building a new vision of how to do research."

The MRI and MEG systems visualize separate aspects of the brain's activity. MRI produces detailed images of structure and can show which structures are active under certain conditions. MEG measures the magnetic fields generated by the brain's electrical activity and can record changes on the millisecond level. Basically, MRI shows where something happens, and MEG shows when it happens.

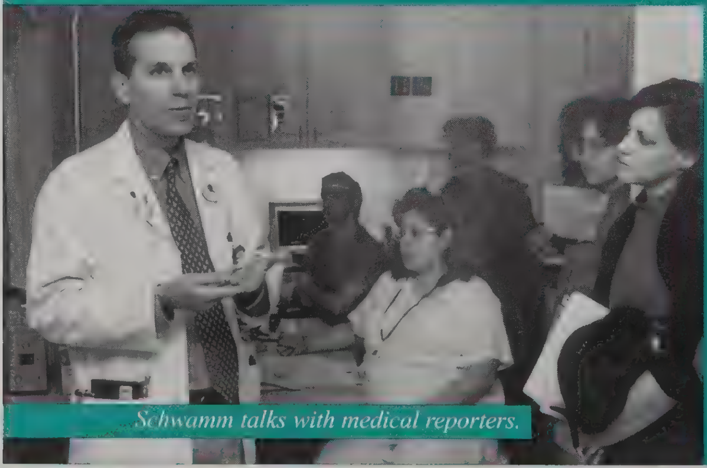
The 7-Tesla system is one of only three such powerful MRI units in the world and the first that can be used for patient care. Its installation required more than 450 tons of steel plating to keep the magnetic field from affecting objects outside the unit. The MEG unit — which is sensitive to even the tiniest magnetic field — required additional protection and is in one of the most magnetically "quiet" shielded rooms in the world.

The combination of the new and existing MRI equipment, MEG and other imaging technologies will give the MGH and other Martinos Center researchers a unique ability to analyze the complex interaction of systems within the brain. ●

Valerie Carr, chief technologist for MEG, demonstrates the new unit at the Martinos Center dedication event.

Writing about medicine: medical reporters gain insight at the MGH

As a world-class leader in health care, the MGH often is featured in the news — from the latest in cutting-edge research to state-of-the-art technology to excellence in the delivery of patient care to commentary about health policy. To present a more in-depth look at some burgeoning technologies, the MGH recently hosted a group of 10 reporters from local print and broadcast outlets who were participating in the Health Coverage Fellowship, sponsored by the Blue Cross and Blue Shield Foundation.



Schwamm talks with medical reporters.

James Mueller, MD; Thomas Brady, MD; John Parrish, MD; Brett Bouma, PhD; and I.K. Jang, MD, spoke to the group about diagnosing and treating vulnerable plaques, responsible for many of the heart attacks that result in sudden death. Lee Schwamm, MD, along with colleagues from Telemedicine and Radiology, presented a demonstration of telestroke technology, which allows physicians at academic medical centers to work collaboratively with physicians in community hospitals to assess and manage patients presenting with symptoms of stroke.

Peter Slavin, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization, hosted a luncheon for the group that featured guest speaker Michael Dukakis, former governor of Massachusetts.

The journalists also heard a panel discussion about sports medicine, featuring Bert Zarins, MD, of MGH Orthopædics, who is the team physician for the New England Patriots and the Boston Bruins, along with the team physicians for the Boston Red Sox and the Boston Celtics.

Earlier in the week, James J. Mongan, MD, MGH president, participated in a panel discussion offering the reporters information and opinions about the challenges of insuring the uninsured.

Engaged in a battle with cancer, a patient gives back to the hospital

Roselyn Karll doesn't like the statistics about the kind of cancer she has. According to the American Cancer Society, about 30,300 people in the United States currently have pancreatic cancer, and more than 29,000 will die from the disease. Pancreatic cancer is the fourth leading cause of cancer death.

Karll, who was diagnosed with the disease a year ago, continues to receive chemotherapy to control her cancer, which is inoperable. She is determined in her current battle, and she also is determined to do something to help others with this disease. She recently presented a check for $6,000 to her surgeon — Andrew L. Warshaw, MD, MGH surgeon-in-chief — to benefit his pancreatic cancer research fund. "I look at other cancer awareness efforts — like breast and colon cancer — and I see how vital it is to raise money," says Karll. "I think it's wonderful that Dr. Warshaw does this kind of research for pancreatic cancer."

In fact, the MGH Department of Surgery, which Warshaw leads, is known internationally for the treatment of pancreatic disease. Warshaw pioneered the use of laparoscopy to identify patients with pancreatic cancer who would benefit from surgery.

"Other types of cancers have received a lot of attention and funding," says Warshaw. "Pancreatic cancer research traditionally has received a disproportionately low amount of funding relative to the impact the disease has on lives. There are few places like the MGH that have a focused interest in this kind of research and the expertise to do it. We as doctors and researchers depend on people like Roselyn to help fund this kind of research."

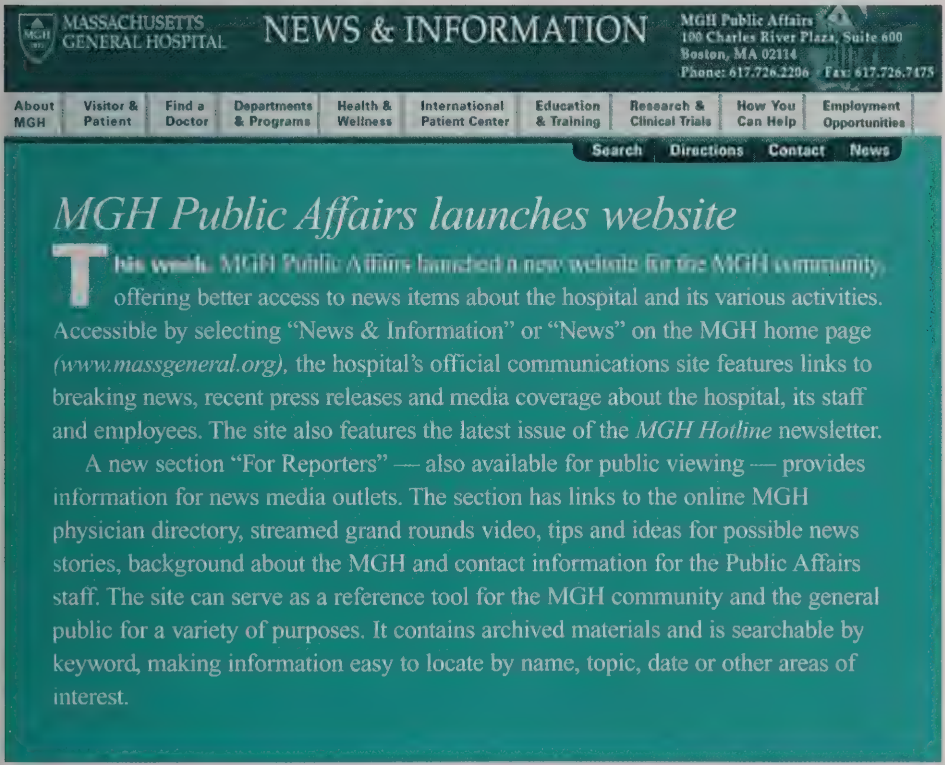
Stephen and Roselyn Karll present a check to Warshaw.

Karll's donation is a result of her own determination to fight the disease and the support of many people in her community. A resident of Braintree, Mass., Karll is director of the Braintree After-School Enrichment (BASE) Program, which she established 16 years ago to help children and parents on the South Shore. For years, she has held an annual fundraiser for the BASE program, usually raising between $10,000 and $15,000. This year, Karll asked the board of directors for the program to donate a part of the proceeds to the MGH.

Karll received a tremendous outpouring of support from friends, family and members of the community — many of whom had children who had attended the BASE program. In fact, several MGHers who have cared for Karll during her frequent visits to the hospital also have children who went through the program, including Michael Manning and Tony Forgione, RN, both of MGH Operating Room Services.

Karll is grateful for the support she has received and has resolved to bring that kind of support to the MGH. "I'm a control freak," she says with a smile. "I want to control where this money goes when I give it to research efforts. Finding a cure someday can't happen unless we fund the research. I can't say enough about how lucky we are to have people like Dr. Warshaw to help find a cure."

To donate to the MGH research fund for pancreatic cancer research, send donations to the MGH Research Fund, Andrew L. Warshaw, MD, 55 Fruit St., White Building 506, Boston, MA 02114. ●



MGH Public Affairs launches website

This week, MGH Public Affairs launched a new website for the MGH community, offering better access to news items about the hospital and its various activities. Accessible by selecting "News & Information" or "News" on the MGH home page *(www.massgeneral.org)*, the hospital's official communications site features links to breaking news, recent press releases and media coverage about the hospital, its staff and employees. The site also features the latest issue of the *MGH Hotline* newsletter.

A new section "For Reporters" — also available for public viewing — provides information for news media outlets. The section has links to the online MGH physician directory, streamed grand rounds video, tips and ideas for possible news stories, background about the MGH and contact information for the Public Affairs staff. The site can serve as a reference tool for the MGH community and the general public for a variety of purposes. It contains archived materials and is searchable by keyword, making information easy to locate by name, topic, date or other areas of interest.

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MGH HOTLINE

WHAT'S HAPPENING

Support service grants

The Support Service Employees Grant Program now is accepting applications from MGH support service employees who are interested in receiving education grants. The program was developed to help employees fulfill their career goals while improving current job performance. This competitive grant program is available to all support service employees who have worked at the MGH for at least two years, are benefits eligible and are in good standing. Applications are available at Human Resources locations on White 14, 75 Blossom Court and CNY 7. Application deadline is June 26 for financial assistance for the fall 2002 and spring 2003 semesters. For more information, contact Nancy Marttila by e-mail at *nmarttila@partners.org* or by calling (617) 724-3055.

MGH blood drive

The MGH bloodmobile will be at CNY, May 22, 8:30 am to 2 pm. MGHers at CNY are invited to celebrate 60 years of the MGH Blood Donor Center by donating blood. To schedule an appointment, contact Susan Murphy at (617) 724-6518 or by e-mail at *smurphy4@partners.org*.

Smith Memorial Lecture

The MGH Orthopædic Hand Service has announced the 13th annual Richard J. Smith, MD, Memorial Lecture, May 23 at 4 pm in the Bigelow Amphitheater. The guest lecturer will be Peter J. Stern, MD, of the Orthopædics Department at the University of Cincinnati. All are invited to attend. For more information, contact Jonathan Harmon at (617) 726-5100 or by e-mail at *jharmon@partners.org*.

WACC restricted access

Access from the Main lobby to the elevator area on the first floor of the WACC will be closed from May 31 at 8 pm to June 2 at 11 pm. The restriction is to install new flooring in the WACC. The Medical Walk-in Clinic will relocate on these two days to the Surgical Day Care Unit on WACC 3.

MGPO seminars

The Massachusetts General Physicians Organization (MGPO) will hold the first of three disease-based seminars May 22, from 5 to 6:30 pm in the Bigelow Amphitheater. The seminars are a part of the series "Advances in Genetics and Technology: What Will They Mean for Your Patient?" This first seminar about cardiovascular disease will feature panelists Richard Pasternak, MD; Joseph Garasic, MD; and William Dec, MD, all of MGH Cardiology. CME Category 1 credit will be offered. For more information or to register, call (617) 724-8098.

CNRC accepting applications

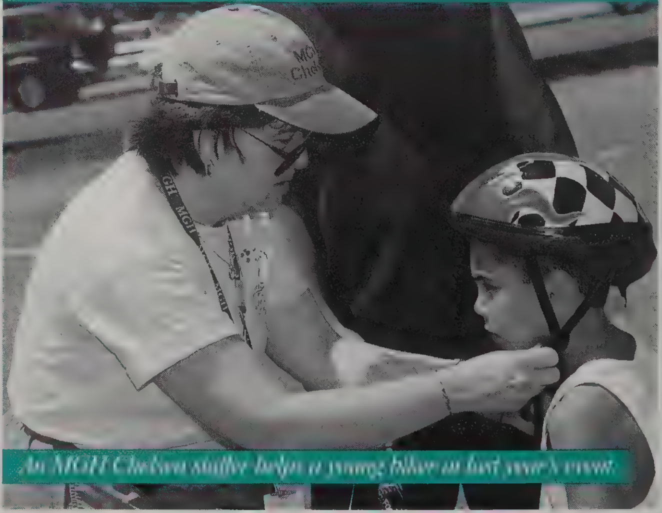
The Clinical Nutrition Research Center at Harvard Medical School now is accepting applications for new pilot/feasibility projects and competing renewals of currently funded one-year projects. Applicants should send a letter of interest by June 7 to W. Allan Walker, MD, Clinical Nutrition Research Center, 114 16th St. Charlestown, MA 02129-4404 or contact Suzette McCarron at (617) 726-4166.

Timilty Partnership summer employment

The MGH/Timilty Partnership will place Timilty Middle School students in MGH departments that need part-time help. The Partnership also is offering Jobs for Boston Youth, which is a program that links SummerWorks alumni and students from East Boston High School with job opportunities at the MGH. For more information, call (617) 724-3210 or send e-mail to *timilty@partners.org*.

Revving up for "Safety on Wheels"

Children of all ages are invited to the MGH Chelsea HealthCare Center's annual "Safety on Wheels" event June 1, from noon to 3 pm in the parking lot of the health center, located at 151 Everett Ave. in Chelsea. Participants can bring their bikes and helmets for a safety check while learning more about bike, inline skate and skateboard safety. Fun activities for children and parents will be offered as well as entertainment and prizes. The rain date will be June 8. For more information, call (617) 887-3504.



An MGH Chelsea staffer helps a young biker at last year's event.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
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May 24, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Small change adds up to help fight children's cancers

The Boston Marathon may be over, but the feelings of accomplishment still linger — particularly for the runners who completed the grueling 26.2 miles of the famous race. For 8-year-old Emma Carey, however, the marathon brings out feelings of success of a different kind.

Emma didn't run the marathon, but thanks to her unusual fundraising efforts, she and her classmates raised more than $6,000 for the MassGeneral Marathon Team.

Emma's inspiration came from her own doctor — Howard Weinstein, MD, chief of Pediatric Hematology/Oncology for MassGeneral Hospital for Children. Emma first met Weinstein in 1997 when she was diagnosed with leukemia at only 3 years old. She was treated successfully by Weinstein and went into remission for four years. Then last summer she was diagnosed with a recurrence. Emma now is fighting leukemia for the second time in her young life.

But with the support of her family, friends and caregivers, Emma is determined to beat her illness. Weinstein was so touched by his young patient's courage that he dedicated his marathon run to her this year. Weinstein has run the marathon for 12 years, and in 1998 he started the MassGeneral Marathon Team — "Fighting Kids' Cancer ... One Step at a Time" — to help raise money for pediatric cancer research at MassGeneral Hospital for Children.

Emma — inspired in turn to raise money for Weinstein and his marathon team — called upon the support of her third-grade classmates from Lincoln Street School in Exeter, NH. She asked every student to bring in 26 coins, one for each mile of the marathon. Emma called the fundraising project "Kids' Coins for Kids' Cancer."

(Continued on Page 2)

From left, Weinstein, Emma and nurse practitioner Patricia Kent, RN.

Durante Awards honor MGH's finest

Gloria Niles of the Cancer Center Phlebotomy Lab and Jyl Baker-Dedier, RN, of the Cancer Center Infusion Unit, received the 2002 Susan and Arthur Durante Award for Exemplary Care and Service with Cancer Patients May14 at a special ceremony in the Haber Room. The award is meant to honor staff for their compassion, enthusiasm and commitment in providing services to cancer patients.

The award was named after Arthur and Susan Durante, who have been actively involved with the MGH since Arthur, who died two years ago, was diagnosed in 1968 with Hodgkin's Disease. The couple created the award to express their gratitude to the MGH staff and to recognize the important effect MGHers have on their patients' lives. "Arthur's dream was to give back to all the wonderful people he met at this institution. The outstanding compassion and caring, especially with cancer patients, overwhelmed us," said Susan Durante.

The award is given each year to two nonphysician staff members in the Cancer Center who have been nominated by colleagues, supervisors, patients or families.

Niles, who has worked in the Phlebotomy Lab for more than

(Continued on Page 2)

Niles, left, and Baker-Dedier share a warm moment.

MGHers awarded patient safety fellowship

As improving patient safety becomes a top priority at hospitals around the country, three MGHers were selected for a national fellowship program to advance the process of creating cultures of safety in health care organizations.

Joan Fitzmaurice, RN, PhD, director of the MGH Office of Quality and Safety; Ed Raeke, director of MGH Materials Management; and Nancy Lum, director of MGH Biomedical Engineering, are among 50 fellows from 15 states and Canada selected through a competitive application process for the Patient Safety Leadership Fellowship. The fellowship is sponsored by the American Hospital Association's Health Forum, the National Patient Safety Foundation, the American Organization of Nurse Executives, the American Society for Healthcare Risk Management and the Health Research Education Trust.

The 15-month fellowship is meant to provide opportunities to senior leaders to improve the development of an environment that supports candid discussions of errors, their causes and ways to prevent them.

— Durante Awards honor MGH's finest

(Continued from Page 1)

has been described by many of her colleagues as "an exceptional employee and an extraordinary individual who exemplifies compassion and caring, with exemplary performance and outstanding work habits."

Baker-Dedier has worked in the Cancer Center Infusion Unit for the past four years. Throughout her tenure at the MGH, she has frequently been recognized for expert clinical practice and compassionate care. She recently was featured in a television ad on WFXT-TV, FOX 25, featuring oncology nursing. She made a compelling example for the outstanding nature of oncology nurses.

Susan Durante ended the presentation with a memorable remark about the important role health care professionals play in their patients' road to recovery: "Arthur realized that there are nurses, there are clinicians and then there are healers," she said. "A healer is someone who holds your hand without gloves, someone who looks into your eyes and sees your soul. They heal you." ●

— Small change adds up

(Continued from Page 1)

Every day for weeks before the marathon, envelopes filled with pennies, nickels, dimes and quarters came pouring in from the students. Emma and a few of her classmates would count them every day. More than $2,000 was raised by the students in coins alone. Additional contributions came from other friends of the Carey family, making a grand total of $6,000 for the marathon team.

According to Emma's parents, Jeff and Tomasen, their daughter's fundraising efforts also helped raise her spirits as she returned to school after undergoing intensive chemotherapy and radiation treatments. They believe that putting her in charge of the project has helped the healing process.

As for Weinstein, he successfully ran the marathon, and his team raised more than $300,000 this year. He is particularly proud of Emma, not only for her fundraising but also for her love for life and her determination to get well. "She is an amazing little girl," says Weinstein. "And we are going to defeat this disease for good this time." ●

MGH researcher garners three prestigious awards

Altshuler

MGH geneticist and endocrinologist David Altshuler, MD, received three prestigious awards this month in recognition for his work in applying genomics to complex diseases such as diabetes. Altshuler was named a Charles E. Culpeper Scholar, a Burroughs Welcome Fund Clinical Scholar in Translational Research and received the MGH's Stephen Krane Award as the best young investigator in the Department of Medicine. The Culpeper Scholarship and the Burroughs Welcome awards are given to support the career development of academic physicians in the United States.

Altshuler has spearheaded efforts to create a much-needed companion volume to the human genome sequence. The SNP (single nucleotide polymorphism) map is a publicly available catalog of common gene sequence variations mapped to their exact location in the human genome. Altshuler played a leadership role in a collaboration among five major centers called the International SNP Map Working Group and was the senior author on the resulting SNP map published in *Nature* as a companion to the human genome sequence.

With more than 2 million SNPs, the map has the potential to revolutionize both treating diseases and tracing human history. Already, this map is accelerating discovery of disease genes and providing a "fossil record" of human population history.

Altshuler is a member of the MGH Department of Molecular Biology and Diabetes Unit in the Department of Medicine and also is the director of the Medical and Population Genetics Program at the Whitehead/MIT Center for Genome Research. ●

Another milestone reached at the Institute of Health Professions

The 22nd commencement of the MGH Institute of Health Professions, held May 5 on the Quad of Harvard Medical School, marked the conferral of the first doctor of physical therapy degree to 22 graduates. All of the graduates were a part of the first class to have studied in both the Institute's old building and the new location at CNY.

Noted author, *Boston Globe* columnist and former Institute trustee, James Carroll, delivered a thought-provoking keynote speech on the fluidity of time and the concept of commencement as an "ending of one moment and a beginning of the next." After the main ceremony, graduates reassembled within their programs to honor award winners and celebrate with a reception.

The Institute continues to commemorate milestones this year with a celebration of the organization's 25th anniversary and a dedication of its new building June 15. The Partners HealthCare community is invited to join the Institute in celebrating 25 years of excellence in health care education at the Catherine Filene Shouse Building in CNY. The building will be open from 9 am to 2 pm for self-guided tours of research poster presentations from faculty, students and alumni. Evelyn Murphy, former lieutenant governor of Massachusetts, will speak at the mid-day dedication, which will be followed by a prepaid picnic in the adjacent Shipyard Park.

For more information, call (617) 726-3141.

Above, from left, Peter Slavin, MD, CEO and chairman of the Massachusetts General Physicians Organization, Matina Horner, PhD, chair of the Institute's Board of Trustees, James Carroll and Ann Caldwell, president of the Institute.

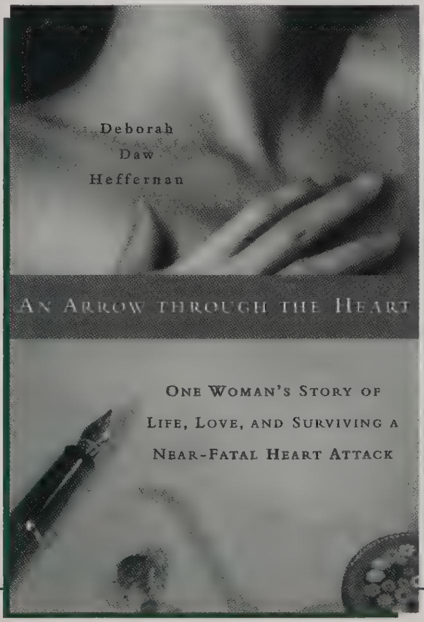
An Arrow Through the Heart: An MGH patient shares her story

At age 44, Deborah Daw Heffernan felt that she had it all — a loving husband, supportive friends and family, a successful business and good health, all of which was a great source of pride. She exercised regularly, never smoked and ate healthy food. But one day five years ago without any warning, Heffernan's world turned upside down. During a rather mellow yoga class and with no family history of heart disease or other cardiac risk factors, she suffered a massive, near-fatal heart attack. After being stabilized at a hospital in Cambridge, Heffernan was transferred to the MGH where she came under the care of cardiologist Marc Semigran, MD, and cardiac surgeon David Torchiana, MD.

It took more than a year, several surgeries and a permanent defibrillator implanted in her chest to bring Heffernan back to life — a life that now includes half a heart and a likely transplant in her future. While looking for support to help her live this new life, Heffernan found that there was little information available for women who survived heart attacks. Using her skills as a professional writer, Heffernan decided to write a book chronicling her first year with the disease, from its onset at the yoga class, through her stay at the MGH and the illness' impact on the lives of her and her family, to her recovery and acceptance of living with heart disease.

"More than half a million women die each year from heart disease, making it the leading cause of death for women," says Heffernan. "I wrote *An Arrow Through the Heart* to ambush women with critical information disguised as a good read — rather than letting heart disease ambush them as it did me."

Many women, like Heffernan, are caught unaware when they experience cardiac problems and are unprepared for the journey of recovery that follows a heart attack. Heffernan says she hopes that this book will be a guide for them.


Deborah Daw Heffernan
AN ARROW THROUGH THE HEART
ONE WOMAN'S STORY OF LIFE, LOVE, AND SURVIVING A NEAR-FATAL HEART ATTACK

Throughout the book, Heffernan also has nothing but praise and admiration for all the MGH staff who helped in her recovery. "I am here because of the hospital, all the people who fought for me and continue to help me recover and live," she says. As an additional bonus, Heffernan hopes to donate $25,000 to the MGH from the proceeds of the book. *An Arrow Through the Heart,* which is published by Simon & Schuster, is available in the MGH General Store and area bookstores. ●

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WHAT'S HAPPENING

Boston Harbor Friendship Cruise for Breast Cancer

All are invited to join Friends Fighting for Breast Cancer's second annual Boston Harbor Friendship Cruise, June 14, from 7:30 to 11 pm to benefit breast cancer research at the MGH. Tickets are $40 per person. Contact Debbie Burke at (617) 726-6153 for more information or to purchase tickets.

Walk-In Unit relocation

The Medical Walk-In-Unit will be temporarily relocating from its current location on WACC 1 to the Pre-Admission Testing Area location on Jackson 121. The unit will be operating in Jackson 121 during the first two weekends in June while new flooring is installed on WACC 1. In addition, the Walk-In Unit will close at 5 pm, May 31 and June 7, so flooring work can begin promptly. For questions regarding the move, contact Nancy Bryant, RN, at (617) 726-2704 or Evan Porter at (617) 724-7509.

Temporary entrance to NPTC

The existing entrance to the Northeast Proton Therapy Center (NPTC) will be closed from May 20, 2002 until September 2004 because of ongoing construction associated with the new Ambulatory Care Building. Access to the NPTC will be through a new temporary entrance on Fruit Street.

IRB seminar

The Human Research Committee or Institutional Review Board (IRB) and the Clinical Research Program will sponsor "Who Tells the IRB What to do? The Effect of Regulations, Guidance and Case Law," June 4, from 4 to 5 pm in the O'Keeffe Auditorium. The presentation will include a brief description of the relevant laws followed by a discussion of how the interpretation and implementation of these laws have changed. For further information or to register, contact Amy Walkenford at (617) 726-1669 or visit the website at *www.crnet.mgh.harvard.edu.*

MGH Backup Child Care Center Vacation Clubs Camp

The MGH Backup Child Care Center will sponsor School Age Vacation Camp for employees' children from kindergarten completion to 12 years old, from June 17 to 21; June 24 to 28; and July 1 to 5. The camps will run from 7:30 am to 6 pm each day and feature a variety of programs and activities, including excursions to the Brookline Puppet Theater, New England Sports Museum and a tour of the USS Constitution. To make reservations, call the Backup Child Care Center at (617) 724-8414. Reservations will be taken by phone, and a payment of $225 per child must be received by May 31.

MGPO seminar on neurodegenerative diseases

The Massachusetts General Physicians Organization will hold the second seminar in its series about the clinical application of advances in genetics and technology, May 28, from 5 to 6:30 pm in the Trustees Room. The seminar will focus on ALS, Alzheimer's and Parkinson's disease. CME Category 1 credit will be offered. For more information on the series or to register, call (617) 724-8098. Because of limited space, the seminar is open only to those who pre-register.

Women's health celebration

"Celebrating Women: A Vibrant, Healthy Lifestyle" will be held May 30, from 4:30 to 8:30 pm at Chelsea High School, 299 Everett Ave. Keynote speaker is Mallika Marshall, MD, of the MGH Chelsea HealthCare Center and WBZ-TV Channel 4 medical consultant, who will discuss "Women's Health and the Mind/Body Connection." The celebration also will feature free health screenings, raffles and contests. The event is sponsored by the MGH health centers. For more information, call (781) 485-6400.

MGH 2002 now available

The hospital magazine, *MGH 2002*, which includes the 2000 and 2001 annual reports, now is available. The magazine features a variety of articles about hospital programs and news, such as the new outpatient building under construction, a medical break through in organ transplantation and the unveiling of the Ether Dome painting. Copies of *MGH 2002* are available at the information desks on the main campus, at the health centers and at other locations throughout the hospital. For more information, call (617) 726-2206.

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Submit news tips and story ideas to the *MGH Hotline*

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Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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May 31, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Claflin Awards support career advancement for women faculty

Medical research can be a demanding career for anyone, but for women faculty the demand can be especially challenging when combined with the role of motherhood. In recognition of the obstacles women researchers face during their child-rearing years, the MGH has developed a variety of resources — among them the annual Claflin Awards, facilitated by the MGH Office for Women's Careers.

Nancy J. Tarbell, MD, director of the Office for Women's Careers, left, with Jane Claflin.

This year, seven MGH junior faculty members were honored as recipients of the 2002 Claflin Distinguished Scholar Awards: Marie Classon, PhD, Cancer Center; Judy Wei Ming Hung, MD, Department of Medicine; Robyn S. Klein, MD, PhD, Department of Medicine; Gina Kuperberg, MD, PhD, Psychiatry; Andrea Reid, MD, Department of Medicine; Rochelle Walensky, MD, MPH, Department of Medicine; and Sabine Wilhelm, PhD, Psychiatry.

In 1993, the Women in Academic Medicine Committee, originally chaired by honorary trustee Jane Claflin, was established to help support the academic careers of women in science at the MGH. Recognizing that a significant obstacle to career advancement was the difficulty of maintaining research productivity during child-rearing years, the committee, with the sponsorship of the Executive Committee on Research (ECOR), established the Claflin Awards in honor of Jane Claflin.

(Continued on Page 3)

Exceptional minority residents "match" at the MGH like never before

Every spring, excitement builds for medical students around the country as they prepare for Match Day when they receive news of their residency appointments at academic medical centers. This year, Match Day brought particularly good news for the MGH — the total number of underrepresented minority trainees who "matched" at the MGH substantially increased from previous years.

This success is in the numbers. The total number of minority medical students who chose to train at the MGH (and who the MGH training programs also selected as prime candidates) increased from 19 to 33, a 73 percent increase.

Increasing the diversity of physicians at the MGH is among the top priorities at the hospital. "Attracting and retaining highly qualified diverse physicians is not only the right thing to do, it also is necessary to provide high-quality care to an increasingly diverse patient population," says James J. Mongan, MD, president of the MGH. "Recruiting top minority medical students is a natural place to make progress in attaining this goal. I am pleased with this year's minority resident match results, particularly given the competition for these residents nationwide."

While the MGH has many internationally renowned training programs, the hospital traditionally hasn't been a top choice for minority medical students. According to Winfred Williams, MD, director of the MGH Multicultural Affairs Office (MAO), the MGH often has been seen as a cold and unwelcoming teaching hospital — a reputation that up until recently has deterred many physicians of color from pursuing their careers here. But hospital leadership has been committed to changing that, and this year's match results are proof that these improved recruiting efforts are working.

Staff of the MGH Multicultural Affairs Office

Spearheading these efforts is the staff of the MAO, led by Williams. During the last few years, MAO staff members have partnered with the leadership of the 20 MGH and MGH/BWH residency training programs to develop ways to attract more minority candidates.

According to Elena Olson, program manager for the MAO, this

(Continued on Page 2)

Contact center team picks up the PACE

The contact center team for the Patient Administrative Cycle Enhancements (PACE) project has been working diligently to make recommendations for the new PACE contact center, which is one of the new enhancements for the hospitalwide patient administration project. Launched in January, the PACE project will redesign administrative processes associated with patient care, offer better technology support and provide a significant financial benefit to the hospital.

Picking up the PACE
Patient Administrative
Cycle Enhancements

One of the main features of the project is a centralized contact center that will handle patient registration and referrals using state-of-the art computer and phone systems. According to Sally Mason Boemer, vice president of MGH Finance and one of the project sponsors, the contact center staff will have the ability to verify insurance information for patients, update demographic information, resolve any data discrepancies and ensure necessary patient referrals are in place. These functions will help reduce the burden of work on physician practice staff, streamline the billing process and make the overall patient experience easier and more pleasant.

The contact center team *(pictured below)* currently is working on preliminary recommendations for contact center functions, resources and interaction with hospital departments and health centers.

For more information about the PACE project, send e-mail to *PACE@partners.org*.

— Exceptional minority residents "match" at the MGH like never before

(Continued from Page 1)

year's outstanding success in recruitment is because of a combination of elements — a rich pool of top-notch minority candidates, the commitment of training program leaders to increase recruitment and the organizational support of the MAO.

"There is no singular way to increase the number of minority residents training here," says Olson. "At a minimum, you need to have an infrastructure in place that supports minority candidates. Our office provides a variety of resources that training programs can access according to their needs. It is the commitment and response of these programs, however, that has made our recruitment process so successful this year."

During the prime recruitment months, the MAO staff provided various levels of customized assistance to departments. Like last year, the staff interviewed minority applicants as members of residency selection committees. They met with numerous minority candidates individually to share information about what it is like to train and work at the MGH as a physician of color. They also held eight recruitment dinners to offer minority candidates an opportunity to network among themselves as well as with current minority residents and senior faculty.

According to Olson, one factor that made a big difference for many residency programs this year was more in-depth involvement of minority residents in the recruitment process. Ronald Dixon, MD, manager of trainee affairs for the MAO, worked closely with minority residents to help them become "ambassadors" in the recruitment process.

Minority residents attended recruitment fairs throughout the country and met with candidates individually to share information and answer questions that candidates may not have felt comfortable asking in the interview process.

"The residents became our best recruiters," says Dixon. "I think the minority candidates who chose to come here did so because they had a more a genuine view of what the minority house staff is like. It also gave the residents a chance to meet with their future colleagues, prepare them for what they can expect and give them some perspective."

Olson and the MAO staff recognize that this year's recruitment success will be hard to top next year. "Up until this year, underrepresented minorities were approximately 10 percent of the total new residents matched at the MGH," says Olson. "This year we are at 16 percent, which is an amazing increase. But we still have room to improve. Our goal for the future is to continue to attract high-quality candidates and to work closely with residency programs to retain those minority residents as faculty. Recruiting more minority physicians at all levels is an important objective that benefits the hospital, the physicians and the patients."

For more information about MAO initiatives, visit *http://www.mgh.harvard.edu/mao* or call (617) 724-3832. ●

— Claflin Awards

(Continued from Page 1)

The purpose of the award is to provide bridge funding for junior faculty to sustain research productivity while tending to family responsibilities. The transitional funding is intended to increase opportunities for women to advance to senior positions in academic medicine. The Claflin Award is a two-year, $30,000 per year grant, which may be used to hire a technician, postdoctoral fellow or graduate student.

When the Claflin Awards were first established in 1997, there only were two recipients per year, but with the program's proven success during the past five years, ECOR and the MGH funded a total of seven winners this year.

For more information about the Claflin Awards, contact Rebecca Starr in the OWC at (617) 724-3693. ●

Reception honors women faculty at the MGH

The MGH Office for Women's Careers (OWC) hosted its fifth annual women faculty reception May 23 in the Trustees Room. The event is meant to honor women faculty who have made significant career accomplishments throughout the year. The attendees were treated to an afternoon of food, beverages, the company of colleagues and celebratory remarks from MGH leaders.

The OWC, under the direction of Nancy J. Tarbell, MD, and Rebecca Starr, program manager, is a hospitalwide resource for women physicians and scientists with Harvard Medical School faculty appointments.

In addition to helping to increase the number of women faculty promoted based on academic criteria, the OWC strives to facilitate the overall career accomplishments of women faculty.

Also attending the reception were some recipients of the 2002 Claflin Awards, an award that provides funding to junior faculty members during the child-rearing years *(See article beginning on Page 1)*.

A highlight of the reception was the presentation of a special tribute book that Rebecca Starr and the OWC staff created. The tribute book lists women faculty who have been promoted and have had distinguished career achievements during the year.

Women faculty celebrating their success.

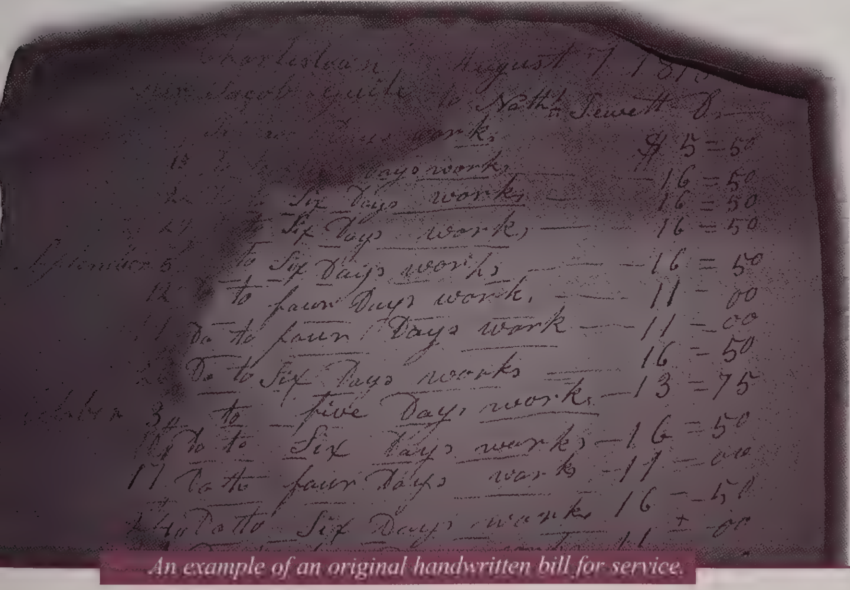
FROM THE ARCHIVES

When the labor of mules was more expensive than the labor of men

Reflecting back on the earlier methods of payment used by the hospital puts the problems of today's record-keeping systems into perspective. Payment records from the past also offer an interesting glimpse into MGH history. Take the payments that were rendered to the many carpenters, diggers, mule drivers and other workmen who constructed the Bulfinch Building between 1818 and 1823. The collections of the MGH Archives include original handwritten bills for services, presented by workers to the Superintendent of Building, who submitted them to the Treasurer of the MGH Corporation. Wages were paid in cash. Employees acknowledged that they had "Rec'd payt." by signing the bills or, if illiterate, by drawing an "X." Splatters and smudges on the documents suggest that such transactions often occurred outdoors.

As the bills indicate, the labor of mules was more expensive than that of men. Mule driver Jonas Meriam, for example, billed $5 for each day's work for "team and man." Workman Rufus Sharkley, however, received only $31 for 23 days of his own labor.

In 1823, James McAllister, who was Superintendent of Building at the time that the Bulfinch Building was being completed, submitted his own request for payment: "For 273 ¼ days services as Superintendent of the work, $819.75." ●



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An example of an original handwritten bill for service.

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MGH**HOTLINE**

WHAT'S HAPPENING

Meditation for Stress Reduction

The Employee Assistance Program (EAP) will sponsor a work/life seminar, "Meditation for Stress Reduction," June 13, from noon to 1 pm in the Wellman Conference Room. The seminar will outline the basics of meditation and provide an explanation of the cumulative and short-term benefits associated with meditation. Participants will have the opportunity to participate in a meditation exercise. For more information, contact the EAP at (617) 726-6976.

MGPO seminar

The Massachusetts General Physicians Organization (MGPO) is sponsoring the last of three seminars about genomics and technology, June 4, from 5 to 6:30 pm in the Trustees Room. CME Category 1 credit will be offered. For more information or to register, call (617) 724-8098.

Genomics seminar

The Clinical Research Program (CRP) is sponsoring a seminar, "Genomics and Genetic Epidemiology in the Investigation of Complex Diseases," June 11, from 4 to 5 pm in the O'Keeffe Auditorium. The seminar will provide a broad overview of concepts in design and statistical analyses used for genetic studies of complex human diseases. The seminar is intended for residents, fellows and staff interested in learning more about conducting clinical investigation in genomics and genetic epidemiology. For more information or to register, contact Amy Walkenford at (617) 726-1669.

MGH General Store offers medical supplies

The MGH General Store now is offering medical supplies and hospital scrubs for sale. MGH employees will receive a 10 percent discount and an additional 10 percent off if they are a preferred customer. For more information, contact JoAnne Ellison at (617) 724-1752.

CNRC accepting applications

The Clinical Nutrition Research Center at Harvard Medical School now is accepting applications for new pilot/feasibility projects and competing renewals of currently funded one-year projects. Candidates must submit applications by June 7 to W. Allan Walker, MD, Clinical Nutrition Research Center, 114 16th St., Charlestown, MA 02129, or contact Suzette McCarron at (617) 726-4166.

CRP seminar series

The Clinical Research Program (CRP) is sponsoring a seminar, "Protecting Vulnerable Populations in Clinical Research," June 12, from 11:45 am to 1 pm in the Wellman Conference Room. Alison M. Friedman, MD, of the Pediatric Hematology/Oncology Unit at MassGeneral Hospital for Children, will discuss the issues involved in conducting clinical research on vulnerable populations, and the measure that should be in place to provide extra protection for the cognitively impaired. The lecture qualifies for 1.2 contact hours for registered nurses. Lunch will be provided. For more information, call (617) 726-1669.

MGH Ethics forum

The MGH Ethics Task Force is sponsoring, "Literature and Medicine: Shakespeare and the Seven Ages of Man," June 14, from noon to 1 pm in the Trustees Room. Beverages and dessert will be provided. For more information, contact Alexandra Cist, MD, at (617) 724-6526.

Submit news tips and story ideas to the *MGH Hotline*

**Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
*www.massgeneral.org/news/***

***MGH Hotline* is published weekly by the MGH Public Affairs Office.
MGH Public Affairs Office
(617) 726-2206**

Cool treats thanks to MGH bikers

For the fourth year, MGHers who participated in the Boston Bike-to-Work Day Corporate Challenge have made it possible for all hospital employees to enjoy a midsummer ice cream treat. The hospital received the Bike-to-Work award for the highest employee participation in the annual transportation challenge at a citywide bicycle festival May 17 at City Hall Plaza.

As the winners, the MGH bikers earned an ice cream party, courtesy of Ben and Jerry's, to be held on the Bulfinch Lawn July 19. All MGHers are invited to the celebration, from noon to 1:30 pm. For more information, call (617) 724-2819.

Right: David Jackson of MGH Parking and Commuter Services accepts the Bike-to-Work award.

June 7, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENER

MGH honors unsung heroes

They are the employees who work diligently behind the scenes, ensuring the daily operations of the hospital are smooth and successful. They may not often be seen on the front lines, but on June 4 operations support staff took center stage and were treated to a well-deserved celebration honoring their hard work, dedication and commitment to the hospital. The Operations Support Staff Day celebration included a luncheon under the Bulfinch tent for day-staff employees, a dinner for evening staff and boxed dinners in the East Garden Dining Room for all support staff members who work the midnight to 8 am shift. Each employee also received a summer gift bag, which included a beach towel and mini radio. A photo exhibit in the Main Corridor highlighted the individual stories of dedicated support staff members who have offered their talents to the MGH for many years.

Operations support staff enjoy the festivities.

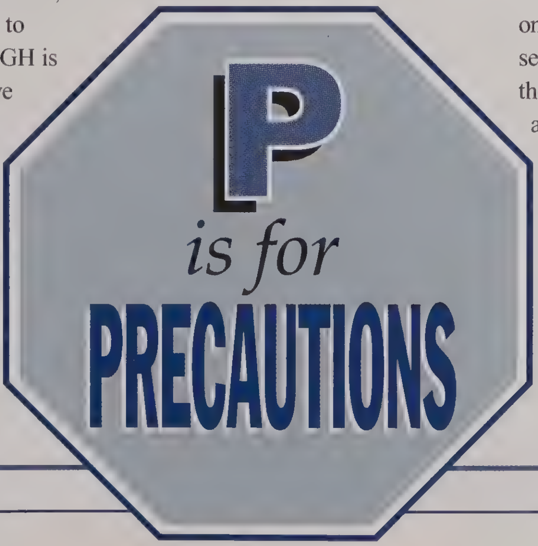
Patient safety at the MGH: Fighting hospital-acquired infections

According to the U.S. Centers for Disease Control and Prevention, nearly 2 million patients in the United States contract an infection while hospitalized — infections they did not have before admission. Because these infections are often resistant to antibiotics, some can be particularly difficult to treat. To address this issue, the MGH is instituting several programs to give clinicians the resources they need to stop the spread of these infections.

Starting in June, the Clinical Applications Suite (CAS) patient information system has a new onscreen icon — denoted by a red letter "P" — that will identify a "precautions" status. David C. Hooper, MD, chief of the MGH Infection Control Unit, explains that precautions status alerts clinicians to follow contact precautions to prevent the transmission of infections. The two most prevalent hospital-acquired or nosocomial infections are methicillin-resistant *Staphylcoccus aureus* (MRSA) — often called a staph infection — and vancomycin-resistant *enterococci* (VRE). These bacteria usually are resistant to many common antibiotics.

When a clinician sees the red "P" icon on the computer screen, he or she can select the icon to view a menu detailing the contact precautions requirements and guidelines. Some of the precautions guidelines include wearing gloves to enter the patient's room, wearing a gown while in contact with the patient or nearby environment, cleaning hands with a disinfectant and ensuring the patient is in a private room. The menu also provides information to

(Continued on Page 2)

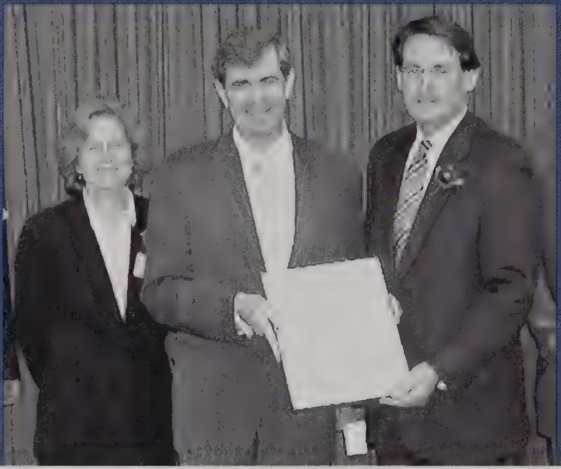


An exceptional history, exceptionally preserved

Steeped in rich history dating back to the early 1800s, the MGH has proudly preserved its treasure trove of historical artifacts, architecture and medical memorabilia for employees and the public to enjoy. This abundant history isn't found just on the main campus. In fact, Building 114 in the Charlestown Navy Yard — which now is home to several programs, including the MGH Center for Aging, Genetics and Neurodegeneration — recently was recognized for its historic preservation efforts by the Massachusetts Historic Commission.

Every year, the commission recognizes organizations that have protected their historic assets with the Preservation Awards. The awards are presented to exceptional preservation projects at a special ceremony held every May during National Preservation Week.

With a renovated interior housed in its original shell, Building 114 was opened last year both as a state-of-the-art biomedical research laboratory for the MGH and as a public Boston HarborWalk attraction. The building's history began as a joinery shop, where Navy rescue and minesweeping vessels were crafted on the banks of the Boston Harbor. The building lay dormant for decades until it was developed by Bob Kuehn of Keen Development Corporation on behalf of the MGH.



From left, Wendy Krum of Partners Real Estate and Facilities, Bill Galvin, Massachusetts Secretary of State, and John Messervy of Partners Real Estate and Facilities, at the awards ceremony.

Portrait of a surgeon

Former chief of MGH Cardiac Surgery, Mortimer Buckley, MD, recently was honored with a portrait unveiling May 16. Buckley was chief of the division for 28 years until his retirement in 1998.

The portrait was made possible through a gift from Arthur and Ann Flaherty, who also gave an endowed fund to start the annual Buckley Lecture. The portrait unveiling was held before this year's lecture, which featured guest speaker L. Henry Edmunds, Jr., MD, former chief of Cardiac Surgery at the University of Pennsylvania and editor of the *Annals of Thoracic Surgery.* The portrait was painted by artists Warren and Lucia Prosperi, who also painted the Ether Dome mural and other significant artwork throughout the hospital. ●

Buckley poses in front of his new portrait.

— Patient safety at the MGH

(Continued from Page 1)

help identify circumstances when a patient may no longer need to be on precautions status.

"Our goal is to improve the quality of our patient care by preventing these infections from starting in the first place," says Hooper. "The precautions flag on the CAS system is one way to help prevent the transmission of these infections to other patients and to make sure that the most up-to-date information is available to assess a patient's need for precautions."

Another hospitalwide program that has been in place for several years but will be re-introduced this summer is the MGH Hand Hygiene program. According to many studies, when health care workers consistently disinfect their hands before and after patient care encounters, nosocomial infections can be significantly reduced or prevented. Using alcohol-based antiseptic hand gel — products such as Cal Stat, which is used at the MGH — can be more effective, more convenient and better tolerated by sensitive skin than using soap and water to remove bacteria from hands.

"Hospitals across the country, including the MGH, are increasing their efforts to fight off nosocomial infections," says Hooper. "We currently are instituting these programs and providing educational resources to help caregivers prevent these infections from ever occurring, which is better for patients and ultimately can reduce the length of stay in the hospital."

For more information about the precautions status or the Hand Hygiene program, call the Infection Control Unit at (617) 726-2036. ●

Hats off to the first graduates of new degree program

First graduating class of the Health Care Management degree program.

The MGH Radiology Department hosted the first graduation celebration May 28 under the Bulfinch Tent for 22 of the 55 students enrolled in a new master's in health care management pilot program at Cambridge College.

According to Denise Palumbo, RN, administrative director of Radiology, "A little over three years ago, there was a strong belief within the senior leadership in the Radiology Department that the challenges facing the department required a level and depth of skills best met if our operations managers had master's degrees." Acting on those beliefs, the Radiology Quality Management and Education committee developed a team from the MGH and Cambridge College to design a program that would be academically rigorous and based in the realities of managing programs in today's health care environment.

In addition to the benefits the students received from their education, various departments at the MGH and at other Partners institutions have benefited from the projects that students have implemented in the workplace. The projects address a range of issues, including recruitment and retention, employee orientation, customer service, employee evaluation and clinical mentorship.

John Sheehan, radiation operations manager for the MGH health centers and a student in the program, shared his feelings with his fellow graduates, "Being a student again after so many years was a frightful proposition, but the last three years have been a great learning experience. It was great to see how everyone worked together, always encouraging the next person to succeed, right to the end. There was always a teacher or another classmate saying, 'You can do it.'"

For more information about the program, call (617) 724-7886. ●

A most valuable asset to patient care

Nursing Spectrum honored one of the MGH's own last month when it named Maryfran Hughes, RN, MSN, nurse manager of the Emergency Department, as Nursing Spectrum's New England Nurse of the Year. Nursing Spectrum is a nurse-led communications company that publishes a biweekly magazine and website that celebrates the nursing profession.

Hughes

Theresa Gallivan, RN, associate chief nurse, nominated Hughes, who has been a key contributor to the hospital's nursing leadership since 1977 and also chairs the disaster subcommittee of the Conference of Boston Teaching Hospitals. In her nomination letter, Gallivan wrote, "Maryfran is a thoughtful, dedicated and highly credible leader who views the nurse as the most valuable asset to patient care."

Along with fellow award finalist Virginia Capasso, RN, PhD, Hughes was honored May 13 at a gala event at the Ritz Carlton in Boston. She then had the chance to celebrate with colleagues at a luncheon May 29 in the Trustees Room.

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, said of Hughes, "During and after the events of September 11th, I drew comfort in knowing we had Maryfran's wisdom and expertise upon which to draw as we made decisions as an organization about our emergency preparedness program. It is an honor and a privilege to call Maryfran my colleague." ●

Friends with Hope are friends in deed

For the second year, members of the "Friends with Hope" organization have donated money to support breast cancer research at the MGH. This year's gift is particularly meaningful for Janet Ballantine, one of the organization's founders.

Ballantine, a breast cancer survivor, started the organization in 2000 with fellow survivor Cheryl Cavallo to raise awareness about breast cancer. The two met in 1996 when they were both fighting the life-threatening disease. Cavallo lost the battle last November, however, when she died from complications.

Ballantine is determined to continue the group's mission in Cavallo's memory to educate women about the importance of early detection and to raise money for research. "I am so grateful to our friends and family, both Cheryl's and mine, who have volunteered their time to raise money for this important cause," says Ballantine.

Friends with Hope donated $40,000 to MGH breast cancer research this year. The group is planning a 5K walk June 23 in Pembroke Center at 9 am. For more information about Friends with Hope, call (781) 293-2019.

Above: *Cavallo, far left, and her family, with Ballantine, third from right, at last year's walk.*

WHAT'S HAPPENING

Support service grant
The Support Service Employees Grant Program now is accepting applications from MGH support service employees who are interested in furthering their education. The program was developed to help employees fulfill their career goals while improving current job performance. The competitive grant program is available to all support service employees who have worked at the MGH for at least two years, are benefits eligible and are in good standing. Applications are available at Human Resources locations on White 14, at 75 Blossom Court and CNY 7. Application deadline is June 26 for financial assistance for the fall 2002 and spring 2003 semesters. For more information, contact Nancy Marttila by e-mail at *nmarttila@partners.org* or by calling (617) 724-3055. Grant information can be downloaded at *http://is.partners.org/hr/affiliates/mgh/awards/suppsvcs02.doc.*

Summer computer training
The Summer Computer Workshop training schedule for Microsoft Office applications now is available. Classes are held at Corporate Training, Charles River Plaza, 185 Cambridge St. For more information about schedules, course descriptions and online registration, visit *http://is.partners.org/training.* Schedules and registration forms also are available by calling (617) 724-1240.

Meditation for stress reduction
The Employee Assistance Program (EAP) will sponsor a work/life seminar, "Meditation for Stress Reduction," June 13, from noon to 1 pm in the Wellman Conference Room. The seminar will outline the basics of meditation and provide an explanation of its short-term and cumulative benefits. Participants will have the opportunity to participate in a meditation exercise. For more information, contact the EAP at (617) 726-6976.

Fleet offers free checking
Fleet Bank now is offering MGH employees free checking with their special Fleet Workplace Banking membership. A no-monthly-fee checking account is available when MGHers sign up for direct deposit. Other benefits include free Fleet Total Access Check Card, no-annual-fee Platinum Visa card, $250 off mortgage closing costs, no-fee traveler's checks and free on-line banking. For more information, call (800) 225-5353. The MGH Workplace Banking Program employee ID # is 888885400.

CRP seminar
The Clinical Research Program is sponsoring "Protecting Vulnerable Populations in Clinical Research" June 12, from 11:45 am to 1 pm in the Wellman 101 Conference Room. Alison M. Friedmann, MD, of the Pediatric Hematology Oncology Unit, will discuss the issues that affect conducting clinical research on vulnerable populations and the measures that should be in place to provide extra protection for the cognitively impaired, children, employees and others in this group. The lecture qualifies for 1.2 contact hours for registered nurses. For more information, call (617) 726-1669.

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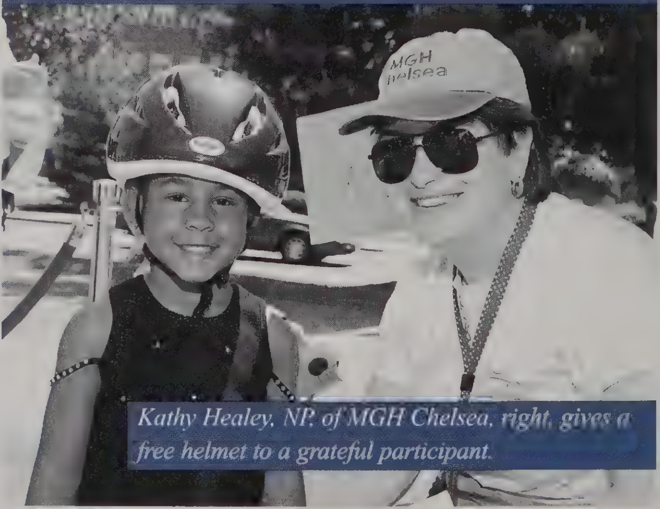
Getting ready for summer fun and safety

In spite of strong winds June 1, the MGH Chelsea HealthCare Center hosted its fifth annual "Safety on Wheels" bike, inline skate and scooter safety event. Families from Chelsea and surrounding areas came to the health center to learn about summertime safety, enjoy ice cream treats and listen to musical entertainment.

Approximately 180 children participated in a raffle to win one of four new bicycles. Every child who brought their bikes for a safety inspection by health center staff also received a free helmet. McGruff the Crime Dog and Polly Patches the clown also brought many smiles to the young participants. "It was another successful event this year," says Jeannette McWilliams, administrative director of MGH Chelsea. "Everyone had a great time, including our enthusiastic group of staff volunteers, who made it a great day for everyone."



Kathy Healey, NP, of MGH Chelsea, right, gives a free helmet to a grateful participant.

June 14, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

You're invited!

James J. Mongan, MD, president of the MGH, invites all MGH employees and volunteers to the

Annual Summer Lunch and Diversity Celebration

Tuesday, June 25, 2002

Entertainment:

The Krakowiak Polish Dance Group
(Children's dance group)
The Nose Online Caricature Company
Volume II Steel Band
The Fun Factor

For day-shift MGHers, on Tuesday, June 25th: A complimentary picnic-style lunch will be served, 11:30 pm to 2 pm, under the Bulfinch Tent, rain or shine.

For evening-and night-shift MGHers, on Tuesday, June 25th: Refreshments will be served, 10 pm to midnight, in the Main Corridor near Coffee Central.

An artist transcends physical barriers

In 1998, Fred Siwak was working as a paralegal on the west coast when he was diagnosed with amyotrophic lateral sclerosis (ALS), also known as Lou Gehrig's disease. ALS is a progressively debilitating disease that destroys the motor neurons, resulting in weakened and paralyzed voluntary muscles.

Because of the devastating disease, Siwak had to abandon his paralegal work and move back home to New England to be closer to friends and family. It was then he decided to concentrate on a long-forgotten dream — he now had the opportunity to awaken the artist that had always lived within. For the past several years, he has spent much of his time fine-tuning his craft. And on June 6, Siwak, along with other ALS patients, showcased his talents as he participated in the art exhibit "Transcending Barriers to Creativity." The exhibit is a nationwide traveling art show that arrived at the MGH June 10 and will be on display in the Neurology clinic in WACC 835 until June 21.

"Before being diagnosed, I just dabbled in art. I always thought that I would have the time some day down the road, and unfortunately,

(Continued on Page 2)

Siwak, right, with Brown

Angels Above: The MGH honors a tradition of giving

MassGeneral Hospital for Children had a special visitor June 6 when Sue Horman — as she has for the past seven years — arrived with bundles of games and toys, ready to be donated to young hospitalized patients. But this time, it was the MGH's turn to give back to the woman who has dedicated her life to bringing a little happiness to MGH pediatric patients. Horman was presented with a plaque at a special ceremony to recognize her exceptional generosity and years of dedicated service to the MGH.

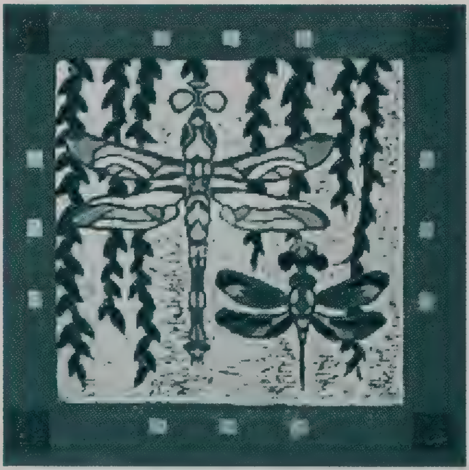
Horman began her tradition of giving shortly after her 18-year-old daughter, Kimberly, died of cancer at the hospital. Horman's desire to give back to the MGH community and her need to heal is what first inspired her to begin her fundraising efforts, which she came to call Angels Above. She found comfort in giving back to the institution that treated and cared for her daughter.

She began in 1995 with a yard sale that raised $600. A second sale raised $1,500. Soon, Horman transformed the yard sales into a small country shop that she ran out of her friend's garage. Because of the shop's success, Horman turned it into a large consignment store where all proceeds go directly to the MassGeneral Hospital for Children. Horman and Angels Above have donated more than 300 movie videos, a wide-screen TV and VCR, a foosball table, games, books, a digital camera, CD players and much more. "It is important to make the children's stay in the hospital better," says Horman.

In addition to her large donations to the whole pediatric unit, Horman also helps out in smaller ways by contributing to individual patients. Recently, she was able to make the stay of a young transplant patient a little more comfortable and enjoyable. She found out that the young boy enjoyed astronomy, so she decorated his room with glow-in-the-dark moon and star sheets, pillows and comforter, and provided a gift basket filled with astronomy games and activities.

For the past seven years Horman has been brightening the lives of pediatric patients and their families, making their stay at the hospital a little easier, a little more cheerful and a lot more fun.

From left, MGHer Heather Peach, and members from Angels Above — Mary Beth Brunelle, Marylou Lacount and Sue Horman, with Ellen Millea also of the MGH.



— Artist transcends physical barriers

(Continued from Page 1)

now I have all the time in the world," Siwak says. His love of art is expressed through carved images in linoleum tiles, which he then uses to create prints. After the prints dry, he colors them in with pastels, a time-consuming craft. He has lost much of the movement in his hands and arms, but that has not stopped him from pursuing his dream. Determined to continue his love of art, he adapted a universal cuff/eating strap with a special pocket that holds his carving chisel in place. "It takes months to carve each block, but I'm adamant about doing everything myself," he says.

Siwak's linoleum block print "Dragonflies" *(shown at left)* is just one of the 15 pieces in the exhibit, which is a collection of artwork created by patients with ALS. The Boston exhibit is co-hosted by the Muscular Dystrophy Association (MDA) and the MGH, where Siwak is under the care of Robert H. Brown, MD, director of the MGH Day Neuromuscular Research Center. Siwak's art has won rave reviews and earned first prize at the Topsfield Fair in 1999 and 2000.

The MDA art collection was established in 1992 to show that physical disability is no barrier to creativity and to broaden public knowledge of the achievements of individuals with disabilities.

"ALS patients are faced with a heavy burden," says Brown. "Yet, despite the devastating effects of this complicated illness, their strength, character and creativity are true testaments of how the spirit is stronger than the body." ●

The next phase of iBridge: Employee Self Service

Accessing personal demographic information through Human Resources now is at MGHers' fingertips with the roll-out of the new PeopleSoft Human Resources (HR) Employee Self Service (ESS) program.

As a part of the PeopleSoft HR web-based applications, ESS will allow any employee to access and change their personal information in their Human Resources online record. For example, ESS allows employees to view their W-4 tax information, enroll in the MBTA pass program, change address information, update emergency contacts, list education and professional training, change direct deposit deductions and view their paycheck information. From Partners computer workstations, employees can access ESS by selecting PeopleSoft HRMS from the start button.

"Instead of filling out forms and making phone calls, employees now have the ability to access their own personal information right from their desktop," says Martha Priest, HR services training coordinator. "This system is more efficient and empowers employees to have more control over their own information."

For employees who do not have access to a computer, the Clinics 1 Payroll Office has been transformed into a full-service Employee Access Center with computer terminals and technical support in using the new program. In addition, terminals are available at the 75 Blossom Court and CNY 149 Human Resources offices and the Professional Staff Benefits Office on Bulfinch 1. The distribution of paychecks and T-passes will continue at the Clinics 1 location on regular paydays beginning at 7 am. The new center, however, will no longer operate as a traditional payroll office. It will be devoted to Employee Access Center and other employee activities. Office hours are Monday through Wednesday and Friday, from 8 am to 4:30 pm. Payroll staff members can be contacted at (617) 726-2148.

Helping build a better tomorrow: Career opportunities do exist

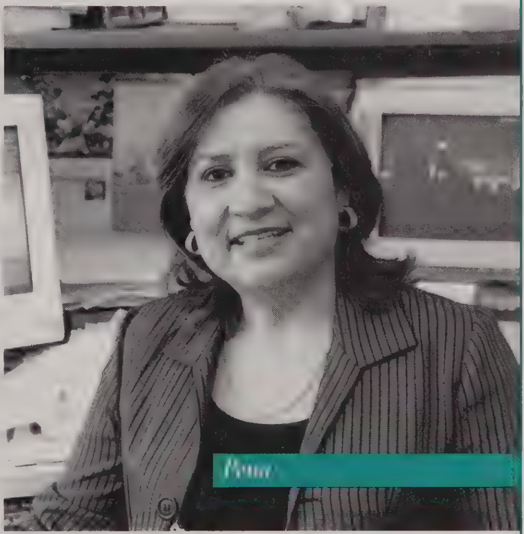
Despite a difficult job market that has left many workers competing for fewer jobs, opportunities do exist for employees to advance in their own careers. One of these opportunities is offered at the MGH and is helping employees like Merlin Pena, who works at the MGH Chelsea HealthCare Center.

As a native Spanish speaker, Pena always is looking for ways to improve her English — not only to help her perform her duties as a resource coordinator for Social Services/Mental Health but also to enrich her life in general. Two years ago when she was researching English classes, she also found out about the MGH Support Service Employee Grant Program. The program, funded by the MGH Diversity Committee, was developed in 1999 to help employees fulfill their career goals while improving current job performance. Grant recipients receive up to $1,500 to help defray educational costs.

Pena immediately applied and received a grant, which has enabled her to take courses at the Harvard Extension School. She has successfully completed three semesters of classes that teach English listening, reading, speaking and writing skills.

"I took the classes because I wanted to improve my English skills to help me in my job and my daily life," says Pena. "I contact outside agencies to get the necessary resources for patients, which requires me to speak mostly English. Plus I'm always trying to learn. I think that every day you need to learn something new — that is my goal in life."

The grant program has been helping many other MGHers in their educational pursuits as well — 107 employees so far. Of the employees who have received grants, 40 are from Nursing, eight from Nutrition and Food Services, seven from Health Information Services, four from MGH Chelsea, three from Materials Management and Pharmacy, and two from Buildings and Grounds. The remaining recipients are from 27 other departments. The educational goals of recipients have included preparing for careers in nursing, computers, business management and medical record coding.


Pena

"I think this is a great opportunity that the MGH has given to employees to help enhance our skills in different fields," says Pena. "I am so grateful for the support to help me continue to learn."

The current grant application deadline is June 26. For more information, contact Nancy Marttila by e-mail at *nmarttila@partners.org* or by calling (617) 724-3055. ●

WHAT'S HAPPENING

Peace service

The MGH Chaplaincy will hold an interfaith service for peace June 24, at 12:15 pm in the MGH Chapel on Ellison 1. MGH chaplains will conduct the service, which will focus on bringing peace to the world. All are invited to attend. For more information or to speak to a chaplain, contact the Chaplaincy at (617) 726-2220.

Conference room bookings

Environmental Services will not be accepting any new requests for conference room bookings during the weeks of July 29, through Aug. 9, for the following rooms: O'Keeffe Auditorium, Walcott 2 and 3, Wellman 101, Burr 1, 2, 3, 5 and 6, Lawrence House, Clinics 1 Lower Amphitheater. There also will be no special requests for tables and chairs. Environmental Services will be accepting cancellations for those rooms during that time. Any new requests should be submitted before July 22 or after Aug. 12. For more information, call (617) 726-2445.

Book signing

Author Deborah Heffernan will be signing copies of her book, *An Arrow Through the Heart,* July 18 outside the MGH General Store near the Ellison elevators. The book tells the story of Heffernan's experiences as a cardiac patient at the MGH.

Research management lecture

The Research Management Department will host a lecture for all PhDs, "Fostering Scientific Careers; What Can Be Done Locally," June 17, from 11:30 am to 1 pm in the Trustees Room. Lunch will be served. For more information, contact Mary Jo Gianatassio at (617) 724-2728.

Fleet offers free checking

Fleet Bank now is offering a special Fleet Workplace Banking membership for MGH employees. A no-monthly-fee checking account is available to MGHers who sign up for direct deposit. Other benefits include free Fleet Total Access Check Card, no-annual-fee Platinum Visa Card, $250 off mortgage closing costs, no-fee travelers checks and free online banking. For more information, call (800) 225-5353. The MGH Workplace Banking Program employee ID # is 888885400.

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IN GENERAL

Tracy Batchelor, MD, MPH, director of MGH Neuromedical Oncology, recently received the 2002 Preuss Award in Neuro-Oncology at the 54th annual meeting of the American Academy of Neurology in Denver. The award recognizes the scientific accomplishments of a young investigator in the discipline of clinical neuro-oncology.

Eugene Braunwald, MD, vice president for Partners Academic Programs, received the 14th annual Warren Alpert Foundation Scientific Prize from Harvard Medical School. The Alpert Prize was established in 1987 to reward far-reaching scientific breakthroughs. This prize was given to Braunwald for his work in improving survival and quality of life for patients suffering from myocardial infarction.

Dennis Brown, PhD, director of the MGH Membrane Biology Program, recently was appointed to the position of editor-in-chief of the *American Journal of Physiology: Cell Physiology*. Brown's laboratory examines protein targeting and trafficking pathways in epithelial cells.

J. Philip Kistler, MD, director of the MGH Stroke Service, recently received the C. Miller Fisher Award. The award, presented by the American Stroke Association, recognizes a physician's outstanding accomplishments in the field of neuroscience.

Anne Klibanski, MD, chief of the MGH Neuroendocrine Unit, recently received the 2002 Women in Endocrinology Mentor Award. The annual award, funded by a grant from the Women's Health Care Division of Pfizer, Inc., was created to recognize investigators whose outstanding scientific achievements are coupled with a record of support for women in academics and mentoring of women in their scientific careers.

Robert A. Levine, MD, of MGH Cardiology, has been selected as the second winner of the Richard Popp Excellence in Teaching Award by the American Society of Echocardiography. This highly competitive award recognizes Levine's dedication to teaching and mentoring fellows.

The Harvard Medical School (HMS) class of 2002 named **Charles McCabe, MD,** associate chief of the MGH Emergency Department, as best clinical educator of the year. McCabe was honored at the HMS commencement ceremony June 6.

Paula Nelson, RN, recently was selected as the recipient of the Elaine Donahue Memorial Award by the Massachusetts chapter of the Association of Women's Health, Obstetrical and Neonatal Nursing.

Isaac Schiff, MD, chief of the MGH Vincent Obstetrics and Gynecology Service, has been named the recipient of the 2002 Harvard Medical School (HMS) Dean's Award for the Support and Advancement of Women Faculty. This annual award distinguishes the contributions of an individual who has significantly supported recruitment, retention and promotion of women faculty at HMS and its affiliated institutions.

June 21, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Toasting 184,336 hours of volunteer service

Volunteers pose with Lawrence and Mongan, far right.

An average of 1,200 individuals choose the MGH as a place to volunteer. In 2001, those volunteers contributed an impressive 184,336 hours of service.

A bright spring day with a warm breeze provided a pleasant setting for employees, hospital leadership, trustees, family and friends as they gathered to recognize these vital members of the MGH community. The annual MGH Volunteer Recognition Day award ceremony was held June 11 under the Bulfinch Tent.

"Volunteers make the experience of patients more comfortable, the hours for waiting family members easier and the juggling of multiple tasks by very busy staff members possible," said Patricia Rowell, director of MGH Volunteer, Interpreter and Ambassador Services.

The celebration honored individual volunteers who have proved to be an invaluable asset to the MGH community. Special awards included the Jessie Harding Award for Outstanding Volunteers. That honor was given to Peter Lawless, who has been a volunteer in the Emergency Department since 1995. The Trustees' Award for Outstanding Support of the Volunteer Program went to the staffs of two departments: the Chemotherapy Infusion Unit on Bigelow 12 and the Radiology Unit in the Emergency Department. A special recognition award was presented to Nancy Carroll, Anne Lee Doig and Rose McCabe, three friends who began volunteering in March 2001 and have achieved a combined total of 622 hours of service.

"With a warm smile, friendly approach to patients, visitors and staff alike, each of these women has made an impact at the MGH," said Rowell.

James J. Mongan, MD, president of the MGH, and Edward P. Lawrence, chairman of the MGH Board of Trustees, helped Rowell present the awards to the recipients.

"The work that you do is incredibly important, not just in terms of dollars and cents, but in terms of the extras you provide in compassion and charity," said Mongan.

Service awards also were presented to: John Belknap, Peggy Cotton, Nancy Fraser, Cathy Kwesell, Sharon Murphy, Pritee Poddar, James Scott, Nathan Turner, Carlos Villafuerta and Wilfred Wong.

A dinner and award ceremony was held June 20, in recognition of evening and weekend volunteers. These service award recipients included: Nora Burke, Susan Cheah, Maura Dowling, Eleanor Maciolek, Lisa Plotnick, Margo Quinlan, Eileen Sullivan and Lata Venkatarangan. ●

MGH and Partners institutes new emergency planning system

For many urban hospitals and emergency response agencies, the issue of disaster preparedness has taken on heightened significance since the Sept. 11 terrorist attacks. While the shock and anxiety of that tragedy have subsided somewhat, many health care organizations have been re-evaluating their emergency response plans.

Leadership at the MGH and throughout Partners HealthCare are no different: They have been reassessing and revitalizing current plans to prepare for the worst possible emergency. As a result of their work, all Partners hospitals, including the MGH, are instituting a new emergency command structure called the Hospital Emergency Incident Command System (HEICS).

"We had a good plan in place before Sept. 11," says Ann Prestipino, senior vice president for MGH Surgery, Anesthesia and Cardiac Program and chair of the MGH Emergency Planning Committee. "Since that tragic event, however, we have been making important decisions to enhance and improve our emergency plans to respond to any type of disaster."

The most significant improvement was to revamp the hospital's command structure used during a crisis, so that it paralleled other emergency response agencies such as local fire and police departments and emergency medical services. HEICS is an emergency management system that engages a management structure with defined responsibilities of key personnel, clear reporting channels and the use of common terminology to help unify hospital staff with other emergency responders. This system was first used by hospitals in California in the 1980s and is being incorporated by many health care facilities across the country. Partners is the first hospital network on the East Coast to adopt the system.

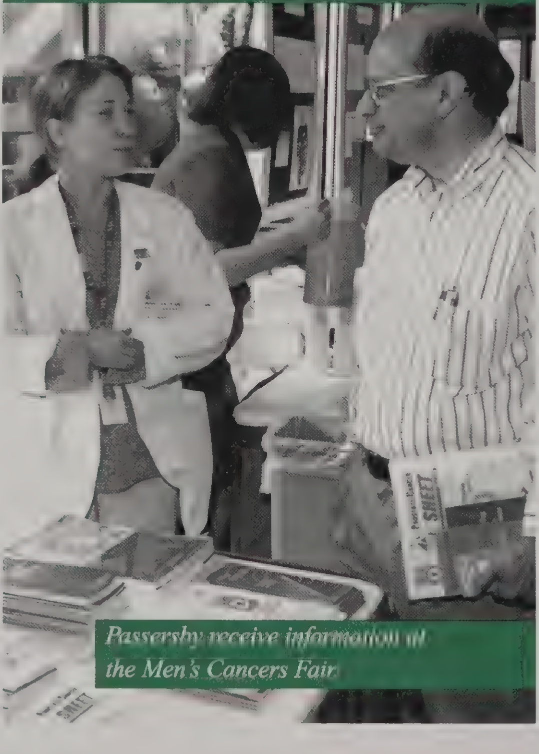
According to Julia Sinclair, administrative director for MGH Emergency Medicine and coordinator of HEICS implementation at the MGH, the new management system is based on an organizational structure with four sections — logistics, planning, finance and operations — that ultimately report to the emergency incident commander. Each section has an appointed chief who designates directors and

(Continued on Page 3)

For men only: cancer prevention, treatment tips

Researchers and clinicians don't know what causes many types of cancer, but they do know certain cancers pose a particular threat to men. Many employees, patients and visitors attended the Men's Cancers Fair, held in the Main Lobby June 14, to learn about early detection, prevention and treatment of the most common cancers affecting men today. Prostate, testicular, colorectal, lung and skin cancers were the focus of an informative display of posters, pamphlets and brochures. The fair, sponsored by the MGH Cancer Center, taught patients and visitors prevention strategies to reduce cancer risk as well as treatment options and guides for individuals living with cancer. Clinicians — including nurse practitioners, research nurses and genetic counselors — were available to answer questions and provide additional information.

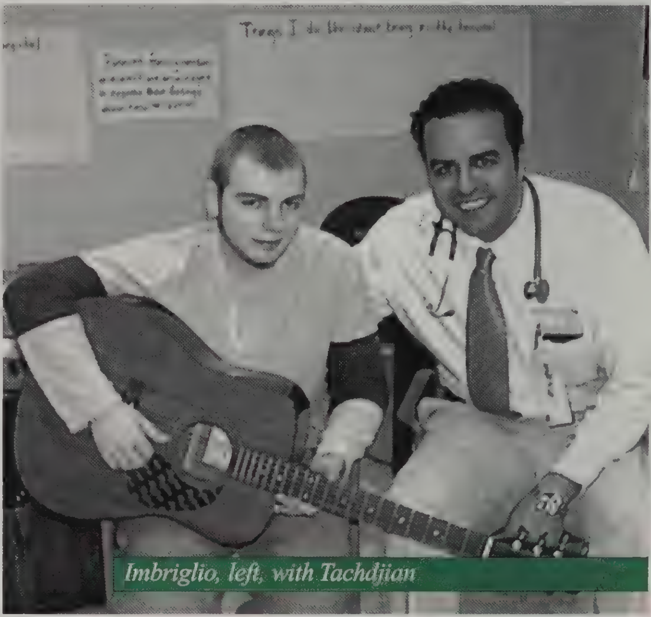
For more information about men's cancers, visit the MGH Cancer Center website at *www.cancer.mgh.harvard.edu.*



Passersby receive information at the Men's Cancers Fair

Music to their ears: pediatric resident gives gift of music to seriously ill children

Sixteen-year-old Justin Imbriglio has been a guitarist for more than five years and can play almost any song requested. Raffi Tachdjian, MD, a pediatric resident, has been performing and writing music most of his life. So when the two met last year, they had much to talk about. Justin had been a patient many times at MassGeneral Hospital for Children with an osteosarcoma, which is a type of bone cancer. On one particular admission, he was without his guitar. As both a physician and musician, Tachdjian knew first-hand the benefits that music can bring to seriously ill patients. Touched by Justin's love for music, Tachdjian was able to find a guitar for Justin to play during his stay in the hospital. Seeing Justin play his guitar inspired Tachdjian to bring the gift of music to chronically ill pediatric patients.



Imbriglio, left, with Tachdjian

After meeting Justin, Tachdjian realized that when young children are hospitalized, MGH staff members give them a teddy bear as a companion. Older children, who have outgrown teddy bears, usually don't receive a similar gift. Tachdjian approached MARS Music Store in Somerville and told them of his idea: to provide musical instruments to pediatric patients. MARS took an immediate interest in the project and donated a keyboard, a guitar and several percussion instruments. The donation was a start to the project but hardly enough to provide all patients with an instrument.

Tachdjian took the project one step further. He gathered some of the music he has written over the years and produced a CD called *Reflectronic,* which features music using a synthesizer, drum and piano. All proceeds from the sale of the CD will go directly toward purchasing musical instruments for chronically ill MGH patients. "A musical instrument can be a companion when a parent can't be there," says Tachdjian. "My ultimate goal is to produce another CD and eventually have enough funds to provide a musical instrument to all patients at MassGeneral Hospital for Children."

According to Tachdjian, music also has other benefits for patients. "Brain imaging studies show that music affects the same regions of the brain that control math skills, memory and coordination," he says. "Most sick children spend their evenings in the hospital playing video games or watching TV. Exposing them to music, however, can help with their sadness, pain and overall coping mechanisms and can be helpful in the healing process."

The CD will be available beginning in July at the MGH General Store. For more information about the CD or to make a donation to this project, contact Tachdjian at (617) 270-5431. ●

Picking up the PACE: Questions about project answered

With a multi-million dollar investment over the next three years, the PACE (Patient Administrative Cycle Enhancements) project represents the largest capital project for this fiscal year. Jointly sponsored by the MGH and the Massachusetts General Physicians Organization (MGPO), the project is meant to improve the efficiency and effectiveness of the registration, referral and hospital outpatient billing processes. Below are some answers to frequently asked questions about the project.

Why is the PACE project needed?
Patients can access services easily enough, but administratively, problems arise because the hospital's information and administrative systems are too complicated. PACE will make the main administrative operations more consistent, efficient and patient-focused.

The hospital and physician practices also are not getting paid for the services performed for patients. Payors reject claims because insurance information is inaccurate or missing, and referrals are not in place. Insurance information and rules are complex and change frequently, which also contributes to this problem.

How will PACE change the registration and referral process?
PACE will establish a centralized contact center with staff members to verify the patients' insurance and demographic information and help process referrals in advance of a patient's visit. This center will streamline the collection of patient information and improve the efficiency of the administrative process by keeping all the functions together. In addition, the center will enable the quick dissemination of payor information, allowing the hospital to be more reactive to payor changes.

Picking up the PACE
Patient Administrative
Cycle Enhancements

Why is the PACE project so complex?
It will take significant resources to redesign all the information systems that the hospital and practices interact with on a regular basis. The MGH and MGPO will transition from six information systems for registration and billing to two. In addition, the business processes will be simplified throughout all of the practices, ancillaries and billing offices. As a result, significant resources are needed to plan and implement the project.

Because of the complexity of the project, several multidisciplinary PACE teams have been established throughout the hospital to work on various aspects of the project. The Clinical Support Team *(pictured above)* is one of several PACE teams designing the new proactive, patient-focused administrative process. This team currently is working with other PACE teams to enhance the communication of patient and billing information between the practices and clinical support services.

— New emergency planning system

(Continued from Page 1)
unit leaders to fill certain job responsibilities with supervisors and officers filling in other crucial roles. This structure limits the span of control for each manager to distribute the workload more effectively.

"An important aspect of this plan is that it is flexible," says Sinclair. "Only the positions or functions that are needed are activated depending on the size and scope of the specific emergency situation." For example, the HEICS plan can address small-scale incidents such as a local fire or subway crash. It can address natural disasters such as a snowstorm or hurricane. For internal accidents such as a fire on hospital property or an electrical shutdown, it offers an internal response mechanism to continue hospital operations. Or HEICS can be activated to respond to major incidents such as an act of terrorism or biological warfare.

"We can't possibly think of every contingency for every conceivable emergency," says Prestipino. "By implementing this system, we have oriented and trained key staff members in critical roles generic to any type of disaster. This coupled with good judgment and ongoing work with outside agencies, positions us well to deal with any situation."

The HEICS plan now is being integrated into the hospital's current emergency response plan. Since April, a core group of MGH and Partners employees have been trained using the HEICS plan. A table-top disaster drill and a full-scale mock disaster drill using the HEICS structure are planned for the fall.

For more information about HEICS and the MGH emergency response plan, call Sinclair at (617) 726-3387. ●

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WHAT'S HAPPENING

Coming soon: The many faces of the MGH

MGHers see the familiar faces of colleagues every day as they walk through the corridors of the hospital. But starting soon, some of those faces will be on permanent display. Three new murals, featuring images of MGH employees from all areas of the hospital, will be mounted in various locations on the ground floor. The murals will be located in the Main Corridor near Coffee Central, the corridor leading to the Gray Lobby and the first floor of the WACC near the Pharmacy. See next week's issue of *Hotline* for more details.

Conference room bookings

Because of changes in conference room booking procedures, Environmental Services requests employees to not book conference rooms during the weeks of July 29 through Aug. 9. The following conference rooms will not be booked: O'Keeffe Auditorium; Walcott 2 and 3; Wellman 101; Burr 1, 2, 3, 5 and 6; Lawrence House; and Clinics 1 Lower Amphitheater. There also will be no special requests for tables and chairs. Environmental Services will be accepting cancellations for those rooms at that time. Any new requests should be submitted before July 22 or after Aug. 12. For more information, contact Environmental Services at (617) 726-2445.

MGH General Store offers medical supplies

The MGH General Store now offers medical supplies and hospital scrubs for sale to all customers. MGH employees will receive a 10 percent discount and an additional 10 percent off if they are a preferred customer. For more information, contact JoAnne Ellison at (617) 724-1752.

HOPES seminars

The MGH HOPES (Helping our Patients and Families through Education and Support) program will offer several classes and seminars throughout the month of June. A pain management seminar will be held June 24, from 11 am to noon. A support group for women newly diagnosed with breast cancer will meet June 28, from noon to 1:30 pm. All events are held in the Cancer Resource Room on Cox 1. Seminars are free, and no pre-registration is required. For more information, call (617) 724-1822.

Submit news tips and story ideas to the *MGH Hotline*

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100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.
MGH Public Affairs Office
(617) 726-2206

Everyone loves a parade

Colorful floats, marching bands and dancing clowns all made their way down the streets of Charlestown June 16 for the annual Bunker Hill Day parade. A familiar appearance in the procession was the staff of the MGH Charlestown HealthCare Center, who rode in a Partners shuttle throughout the parade route. Health center staff and their families have participated in the annual Charlestown celebration for 20 years.

MGH Charlestown staff get their marching orders.

Partners Bowling League has a ball

The Partners HealthCare Candlepin Bowling League recently concluded its season with a special awards banquet June 1 at the Philips Old Colony House in Boston. The group of avid bowlers was founded in 1948 as the MGH Bowling League and later opened its membership to other Partners employees. The league meets from Labor Day through the end of April on Thursday evenings at Ryan's Family Amusement Center located on Lansdowne Street in Kenmore Square. This year's championship team was the Misfits *(right)*. For more information about the league, call Ira Keltz at (617) 724-1832 or Lenny Givens at (617) 724-9930.

June 28, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Restoring the "Sound of Music"

Film and stage star Julie Andrews wants her singing voice back — and she has found hope through a collaborative research project involving the MGH. After an unsuccessful operation on her vocal cords in the 1990s, Andrews' singing career came to an abrupt halt because of vocal cord scarring. But now she has hope that she and others with similar damage may have their voices restored someday thanks to a group of researchers from the MGH, Massachusetts Eye and Ear Infirmary (MEEI), Harvard Medical School and the Massachusetts Institute of Technology (MIT).

The research team recently unveiled a new project focused on restoring damaged vocal cords using surgery, laser technology and tissue engineering. Dubbed the Voice Restoration Subsequent to Vocal Fold Scarring project, the initiative is funded by $2 million in new grants. Leading this project are: Steve Zeitels, MD, of MEEI; Rox Anderson, MD, of the MGH Wellman Laboratories of Photomedicine; and Robert Langer, PhD, of MIT.

According to Anderson, an individual's vocal cords must strike together hundreds of times per second to speak or sing. A thin, specialized layer of tissue, called the superficial lamina propria (SLP) inside the cords, is needed for proper movement. Scarring from conventional surgery — as with Andrews — trauma or tumors can destroy the SLP. In a collaborative effort, the team aims to create tissue-engineered SLP at MIT with implantation at MEEI using laser imaging and microsurgery from the MGH. In addition to Anderson, MGH contributors to the project include Brett Bouma, PhD, and Mariah Hahn of the MGH Wellman Labs, and Gary Tearney, MD, PhD, of MGH Pathology.

From left, Anderson, Zeitels and Andrews at a press conference announcing the project.

Fun in the sun: MGH community enjoys annual summer picnic

The high-energy rhythms of the Volume II Steel Band filled the air as MGHers gathered on the Bulfinch Lawn June 25 to enjoy the annual Summer Lunch and Diversity Celebration, hosted by James J. Mongan, MD, president of the MGH. Employees received a complimentary picnic-style lunch with a choice of vegetable or chicken fajitas, potato chips, nectarines and ice cream. Children of the Krakowiak Polish Dance Group — dressed in decorative folk costumes — entertained hospital employees and staff. And employees had the chance to have their pictures drawn by the Nose Online Caricature Company and to take home colorful posters depicting the new "Faces of MGH" murals *(See article, Page 3).* ●

MGHers enjoy some fun in the sun at the annual picnic.

Gifts take many forms: New fund-raising campaign launched

MGHers give to the hospital and its patients in many ways every day. From saving a child's life to providing comfort to a grieving family to giving a warm smile to a visitor, MGH staff and employees make a difference in the lives of the thousands of patients and visitors who come to the hospital. For many years, MGH employees and physicians also have expressed their interest in giving to the hospital in another way — by donating a monetary gift. Now, there is a special campaign through which employees and physicians can contribute to the hospital — the Kresge Challenge.

i'mgh I'M PROUD TO SUPPORT THE KRESGE CHALLENGE

The Kresge Foundation, a prestigious funding organization based in Michigan, has pledged $2 million to the MGH. These funds will be granted if the hospital enlists a large number of contributions from employees and physicians. In support of this challenging goal, the hospital has launched the 2002 MGH Physician and Employee Campaign for the Kresge Challenge.

The goal of the challenge is to raise money to complete the first phase of construction of the new Yawkey Center for Outpatient Care at the MGH. The new center is being constructed adjacent to the former Charles Street Jail and will house the outpatient activities for MassGeneral Hospital for Children, the MGH Women's Health Program, the MGH Cancer Center, the cardiovascular program and the musculoskeletal program. Donations that employees give through the campaign may be directed to the Yawkey Center or another hospital program they choose.

"This is an exciting time for us at the MGH," says James J. Mongan, MD, president of the hospital. "With the construction of new outpatient clinical facilities, we can expand our ability to care for larger numbers of patients in convenient, modern surroundings designed for the best models of care and treatment. The Kresge Challenge will help move us closer to this important goal."

Brochures about the Kresge Challenge have been mailed to all staff and employees, and online giving information is available at *www.mghgifts.org/employeecampaign.* All participants in the Kresge Challenge will be listed in a future issue of *Hotline*, on the MGH website and in the hospital's annual donor report. They also will receive a pin and will be invited to a thank-you reception. ●

MGH and MBTA partnership right on track

At a special ceremony June 20, James J. Mongan, MD, president of the MGH, presented a check for $2.5 million to the Massachusetts Bay Transit Authority (MBTA) to assist with the modernization of the Charles Street/MGH T Station. The reconstruction will make the T stop accessible to all and provide a more convenient and comfortable means of transportation for patients, employees and the general public.

The partnership between the MGH and the MBTA began several years ago. During last week's event, James Scanlan, Massachusetts secretary of Transportation, and Michael Mulhern, general manager of the MBTA, thanked the MGH for supporting the station renovations and announced the launch of the bidding process for the project. Construction of the new station, which will cost approximately $20 million, is slated to begin this fall and will be completed toward the end of 2004.

The new station will offer several important improvements, including barrier-free access for persons with disabilities; the addition of ramps, escalators and elevators; a more accessible path of travel; improved signage; barrier-free gates; and an overall more welcoming environment.

"This station serves as a vital link between the MGH and thousands of patients, families, visitors, employees and staff who come through our doors," said Mongan. "Part of our commitment to ensuring access to high-quality health care is helping people get to the MGH in a way that is safe, convenient and comfortable. The new T station will help us fulfill this commitment. We are pleased to lend our support to an effort that will benefit the hospital, the community and the city in so many ways."

An architectural rendering of the new T station.

Celebrating 25 years of education and research

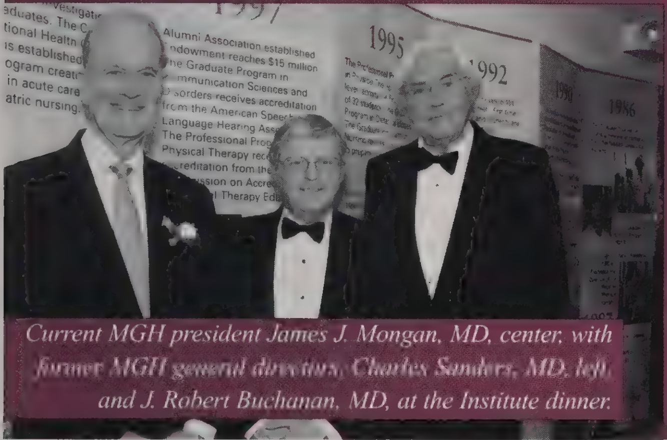
The 25th anniversary of the MGH Institute of Health Professions recently was recognized with two special events for Institute faculty, staff, alumni and MGH guests. The celebrations began with a black-tie dinner June 14 in the Institute's new building — the Catherine Filene Shouse Building — located in the Charlestown Navy Yard. The new building is named after Shouse, who was a noted philanthropist and activist.

Seven of the eight former leaders of the Institute attended the event, as well as three of the five past leaders of the MGH since the Institute began in 1977.

Despite inclement weather, more than 150 people attended an open house for the new building June 15. The event also highlighted the research of Institute faculty, staff, and alumni. G. William Miller, former Secretary of the Treasury and trustee of the Catherine Filene Shouse Foundation, joined Ann W. Caldwell, president of the Institute, Matina S. Horner, chair of the Institute's board, and Evelyn Murphy, former lieutenant governor of Massachusetts, for a formal dedication of the Shouse Building.

"May this building long be a cherished home to all those who dedicate themselves to bring knowledge and comfort to improve the quality of life for generations to come," said Miller, who also provided a personal recollection of the building's namesake.

A picnic followed the building dedication with music provided by alumnae Carla Ryder, Tara Cojerian and Scott Bressler.



Current MGH president James J. Mongan, MD, center, with former MGH general directors, Charles Sanders, MD, left, and J. Robert Buchanan, MD, at the Institute dinner.

The many faces of the MGH: Murals on display

The responsibility of ensuring that every aspect of the MGH operates smoothly on a daily basis falls on the shoulders of its many employees — more than 18,000 MGHers in all. With such a large number — the size of a small city — the MGH employs people from all walks of life, representing different races, ages, religions, gender and socioeconomic status.

To help celebrate the diversity of the MGH, three new murals now are on display at locations on the first floor of the hospital. Each mural represents a component of the hospital's mission — patient care, education and research — and includes hundreds of images of MGH employees, past and present. Called the "Faces of MGH," the murals are located in the corridor near Coffee Central, the corridor leading to the Gray Lobby and the first floor of the WACC near the Pharmacy.

Two years in the making, the murals project was the brainchild of the Association of Multicultural Members of Partners (AMMP) and the hospital's Diversity Committee, chaired by James J. Mongan, MD, president of the MGH. A subcommittee was formed to coordinate the project that would enhance the workplace environment with artwork that is welcoming to all employees, patients and visitors. Members of the subcommittee include Jacqueline Dejean of Radiology, who chairs the AMMP subcommittee; Ron Greene, RN, of Case Management and chair of AMMP; AMMP members Mary Chambers of the Development Office and Wanda Velazquez of Community Benefits, along with Nancy Marttila of the Office of the President and Arch MacInnes of Public Affairs. The murals were designed by Ekua J. Holmes of EJ Designs.

"These murals epitomize the hospital's present and future commitment to diversity," says Dejean. "We hope that each mural will evoke a sense of community and help us celebrate the wealth of diversity we have at the hospital." According to members of the committee, the murals already have generated a great deal of interest among employees who have been seen gathering around the artwork to find pictures of themselves or their colleagues. ●

Members of the subcommittee pose in front of one of the murals. From left, Marttila, Dejean, Velazquez, MacInnes and Greene.

WHAT'S HAPPENING

Emergency preparedness for Fourth of July holiday

The MGH has been collaborating with other hospitals and local emergency management agencies to prepare for any emergencies that may arise during the Fourth of July holiday. The Boston Fire Department will set up decontamination tents July 4 and 5 at the MGH and Boston Medical Center as part of these emergency planning efforts. The tent at the MGH will be located on Fruit Street in front of the main entrance to the hospital. For more information, contact the MGH Safety Office at (617) 726-2425.

Conference room bookings

Because of an upgrade in its conference room scheduling system, Environmental Services staff requests that MGHers not make any new requests for conference room bookings during the weeks of July 29 through Aug. 9 for the following rooms: O'Keeffe Auditorium; Walcott 2 and 3; Wellman 101; Burr 1, 2, 3, 5 and 6; Lawrence House; and Clinics 1 Lower Amphitheater. Environmental Services also asks employees to not make any special requests for tables and chairs during this time. Cancellations or changes to pre-existing reservations, however, will be accepted during this time period. The system shutdown will not affect any reservations that have been scheduled. Please submit any new requests either before the week of July 22 or after Aug. 12.

CRP training seminar

The Clinical Research Program (CRP) is sponsoring, "Conducting Clinical Research Studies," July 18 in the Wellman Conference Room, from 8:30 am to 5 pm. The seminar is for research coordinators who have less than six months experience. Enrollment is limited, and registration is required. To register, visit *http://crnet.mgh.harvard.edu* or call (617) 726-1669.

Holiday *Hotline* schedule

Because of the Fourth of July holiday, next week's issue of the *MGH Hotline* will be available Monday, July 8.

Blood Donor Center offers sweet treats

The MGH Blood Donor Center will offer a free ice cream sundaes buffet July 3 and 5 to all employees who donate blood or platelets that day. Donors will be able to make their own sundaes from 11 am to 4:30 pm both days. Employees who donate between 8:30 am and 10 am will receive a coupon and are welcome to come back later in the day to make their sundaes. The Blood Donor Center is located in the Gray Lobby. For more information, call (617) 726-8177.

IN GENERAL

Anne Klibanski, MD, chief of the MGH Neuroendocrine Unit, recently received the 2002 Clinical Investigator Award from the Endocrine Society. The society presents the award annually to an internationally recognized clinical investigator for major contributions to clinical research related to the pathogenesis, pathophysiology and therapy of endocrine disease. Klibanski was acknowledged for her studies about the relationship between pituitary disorders and osteoporosis.

David T. Scadden, MD, of MGH Hematology/Oncology, recently received a five-year Burroughs Wellcome Fund Clinical Scientist Award in Translational Research. The award supports the career development of U.S. and Canadian physicians and scientists whose work bridges the gap between basic research and patient care. Scadden also was inducted into the Association of American Physicians.

Jonathan L. Tilly, PhD, director of the MGH Vincent Center for Reproductive Biology, was selected as the recipient of the 2002 Richard E. Weitzman Memorial Award from the Endocrine Society. The society presented the award in recognition of Tilly's work that has brought insight into menopause and validated new approaches to preserving female fertility. Tilly also was acknowledged by the Endocrine Society with a Glenn Foundation Endocrinology and Aging Award for an abstract presented at the society's 84th annual meeting.

Submit news tips and story ideas to the *MGH Hotline*

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July 8, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Like a good neighbor, MGH is there

With a long history of caring for the community beyond the hospital's main campus, the MGH recently launched a program that focuses on a specific population in nearby neighborhoods. Called MGH Senior HealthWISE (wellness, involvement, support and education), the program is meant to improve the health and well-being of seniors living in the Beacon Hill and West End areas. Staffing the program are a nurse practitioner, Frank Bellistri, RN-CS, GNP; a resource specialist, Lindy Wilks; program director, Barbara Moscowitz, MSW, LICSW; and administrator Shelley Amira, MPH. The program includes wellness centers that are available one afternoon a week at three senior housing developments — the Beacon House, the Blackstone Apartments and the Amy Lowell House. According to Moscowitz, the centers offer health information to help enhance the medical attention seniors already receive from their primary care physicians or visiting nurses.

"These wellness centers give seniors an opportunity to discuss medical and social issues and help them better manage their health care in collaboration with their own physicians," she says. "Medical care for seniors is often complicated. At the centers, seniors can get advice and direction from our nurse practitioner, who then will communicate with their physicians as needed."

In addition, the Senior HealthWISE

(Continued on Page 2)

Clockwise from upper left, Amira, Bellistri, Moscowitz and Wilks.

Marking medical career beginnings with house staff orientation

It is a rite of passage for all new physician trainees at the MGH — house staff orientation.

During June and July, hundreds of interns, residents and fellows participate in the orientation process at the MGH, spending a full day learning about hospital policies, departments and resources before going to their individual departments for additional training.

For the 2002-2003 academic year, the MGH is welcoming approximately 120 interns, 105 first-year specialty residents and 115 clinical fellows to the hospital. The interns are beginning their initial clinical training after medical school, while first-year specialty residents have already completed an internship in medicine or surgery. Clinical fellows have completed three to five years of training in a core specialty such as psychiatry, neurology, orthopaedics or pediatrics. These new trainees are matriculating in 16 residency and 43 fellowship programs, which are sponsored by 13 clinical departments.

New house staff orientation session.

Through all the chaos associated with orientation, these employees also will learn about one of the many resources they will come to rely on during their entire training at the MGH — the Graduate Medical Education (GME) Office. Led by Debra Weinstein, MD, Partners vice president for GME, David Soybel, MD, Partners associate director for GME, and coordinated by Georgi Bland, the GME Office works with program directors and coordinators from various departments to provide support to residents and fellows.

"The MGH and Partners offer a vast array of residency and fellowship programs that face many common challenges," says Weinstein. "The GME Office advocates for the MGH's educational mission and also helps program leadership and individual trainees navigate problems they may face."

Making medical music

Partners physicians enjoyed an evening of music and laughter June 28 at the fifth annual "Partners Night at the Pops: A Celebration in Honor of our Physicians." Led by guest conductor Marvin Hamlisch, the Boston Pops treated an audience of 1,000 physicians from across Partners HealthCare and their guests to the sounds of Broadway, including tributes to Cole Porter and Richard Rogers.

"Rent-a-Composer," was one highlight of the evening, during which seven physicians *(pictured below)* joined Hamlisch on stage to create impromptu songs. The physicians — representing the MGH, BWH, Faulkner, McLean, Newton-Wellesley Hospital, North Shore Medical Center, and Partners Community HealthCare, Inc. — presented the quick-witted Hamlisch with imaginary song titles, such as "The Boston Celtics Made the Playoffs" and "It's Your Turn to Take the Dog Out." Almost instantaneously, Hamlisch improvised music and lyrics to support those titles.

Pictured below, from left, David Acker, MD, BWH; Susan M. Briggs, MD, MGH; William E. Caplan, MD, PCHI/Hawthorn Medical Associates; Mary Czymbor, MD, Faulkner; David J. Roberts, MD, North Shore Medical Center; Arthur Siegel, MD, McLean; and Theodore Spielberg, MD, Newton-Wellesley Hospital.

PARTNERS PROGRESS

Partners steps up proteomic research

Advancing its pioneering role in the emerging field of proteomics — the study of proteins — Partners HealthCare forged a new alliance with Zyomyx, a leading biotechnology company. In collaboration with Zyomyx, Partners will apply leading technology in protein chips to facilitate a better understanding of the changing form and function of complex proteins. With a clearer picture of protein function, scientists ultimately can enhance their capabilities in early disease detection and disease progression.

"The system that Zyomyx offers gives our scientists the means to measure large numbers of proteins simultaneously," says Samuel O. Thier, MD, Partners president and chief executive officer. "Applying this tool to the broad scope of our basic and clinical research should speed the discovery and development of clinically relevant products and further our goal of better care for patients."

The focus of the alliance, which was formally announced June 24, is centered on the establishment of a protein profiling research facility. This facility will be dedicated to identifying and validating protein biomarkers — research that Partners' scientists and physicians hope will provide another key to unlocking the codes to disease and ultimately will have an impact on new therapies for patients.

The facility is scheduled to open in September at the Partners research building in Cambridge. For more information about the new facility, send e-mail to Chris Colecchi at *ccolecchi@partners.org*.

— Like a good neighbor, MGH is there

(Continued from Page 1)

program offers the services of a resource specialist who helps seniors access community resources that will assist them in their everyday lives. Such resources include home delivery of meals, transportation services and assistance with getting insurance coverage for medications.

Senior HealthWISE staff members also are building relationships with community agencies — such as the Massachusetts Department of Public Health, Boston Senior HomeCare and Match-up Interfaith Volunteers — to offer even more services to seniors such as medical escorts, walking clubs and other health education opportunities.

Educational seminars on a range of topics from diet and exercise to managing blood pressure also will be presented at the three senior residence facilities. In addition, seminars will be held on the hospital's main campus for all community seniors. The on-campus offerings include the hospital's Senior Supper Club, which gives seniors an opportunity to dine at the hospital's Eat Street Café at a discounted rate. "We have such tremendous resources within the hospital and within the community to help seniors live and adapt to a healthy and functional lifestyle," says Moscowitz.

For more information about the program, call (617) 724-6756. ●

August 2, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

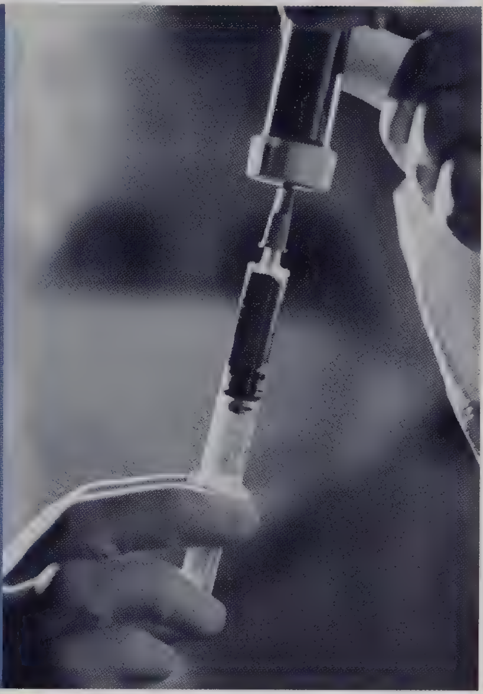
Don't get stuck: Be smart, be safe

Needlestick injuries are familiar territory for those who work in health care. Whether they take place in a doctor's office or in a busy emergency room, injuries from sharp instruments can happen to even the most experienced clinicians. According to government statistics, an estimated 600,000 to 800,000 needlestick injuries occur annually among health care workers.

Sharp-instrument-related injuries may occur during the use or disposal of hypodermic needles, blood collection needles, intravanenous stylets and other sharp devices such as suture needles, lancets and scalpels. These injuries put employees and staff at risk for serious and potentially fatal infections from bloodborne pathogens, such as hepatitis B, hepatitis C, and human immunodeficiency virus (HIV). The federal Centers for Disease Control and Prevention estimate that 62 to 88 percent of these injuries can be prevented.

The MGH has long been committed to providing a safe work environment for employees and staff. In 1991, a task force was launched to focus specifically on needlestick injury prevention. Since its beginning,

(Continued on Page 2)



Club music of a different kind: Summertime fun at The Clubs

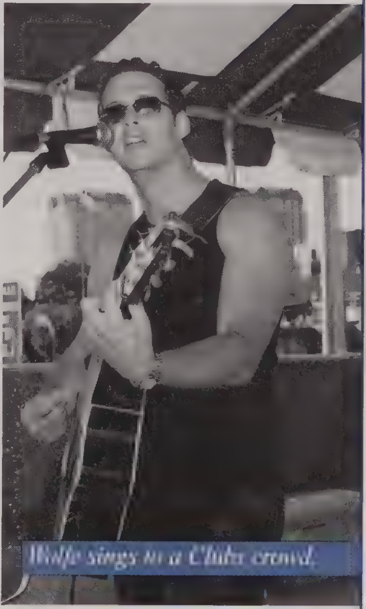
While many music fans spend long hours lined up at local nightclubs to hear live music, members and guests of The Clubs at Charles River Park get the same good music, but with no lines and the added benefit of sitting poolside, sipping cool beverages. As part of their summer offerings for members, The Clubs — a health and fitness facility acquired by the MGH last May — recently inaugurated a concert series to showcase some of the musical talent of club members.

The first performance July 11 featured the rock renderings of guitarist and singer Larry Wolfe, who played a variety of songs from his first CD, "Passion's Wasteland," as well as cover tunes from famous artists, such as Bob Dylan and John Mayer. The concerts are held every other Thursday throughout the summer.

The Clubs outdoor pool offers some fun in the sun.

In addition to the concert series, The Clubs offer a variety of summertime activities for members and community residents with an expansive outdoor pool, poolside café and an inviting community atmosphere. Adults and children can take swim lessons, and an Olympic-trained swim coach is available to advise about swim workouts. Other outdoor activities include free chair massages, Pilates fitness classes and an arts and crafts program for children.

An outdoor tent also can be reserved for private parties and special occasions.



Wolfe sings to a Clubs crowd.

In addition, The Clubs facility offers access to an indoor pool, cardiovascular and strength training equipment, group fitness classes, personal training, a steam room, towel service, sauna and Jacuzzi.

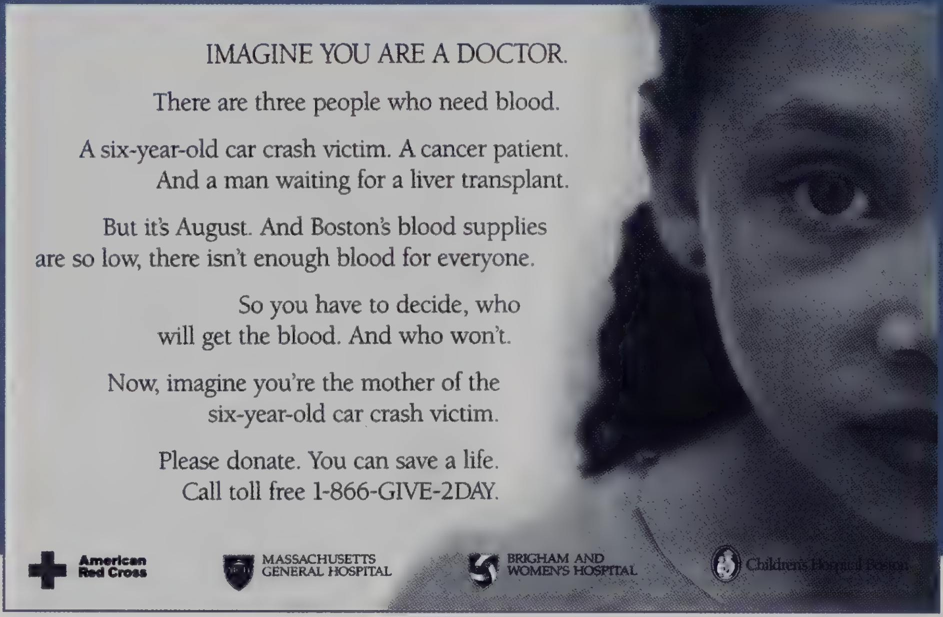
For more information about the summer concert series or membership information, call Erin Marley at (617) 726-2900 or visit *www.clubsatcrp.com.* ●

Averting a crisis: MGH joins blood collection agencies to recruit donors

In a joint effort to create public awareness about the shortage of blood donations during summer months, the MGH has teamed up with BWH, Boston Children's Hospital and the American Red Cross to conduct an advertising campaign designed to create public awareness and attract potential blood donors.

The month-long campaign includes a widespread call for potential donors to give blood at a participating hospital or a Red Cross location. The promotional campaign, which began July 29, includes advertisements in local newspapers, magazines, radio stations and on the website *Boston.com.* Large posters and billboard ads are posted in subway stations closest to the hospitals. The ads are meant to educate people to the ongoing need for blood and the severity of summertime blood shortages. Kim Cronin of the MGH Blood Donor Center explains: "The decline of the blood supply has become a serious issue throughout the nation. Locally, the major blood collection groups have decided to join forces to help turn the trend around." This is the first joint initiative of its kind in the country.

The MGH Blood Donor Center, located on Gray 1, is open Monday through Friday, 8:30 am to 4:30 pm. For more information or to schedule an appointment, call (617) 724-9699.



IMAGINE YOU ARE A DOCTOR.

There are three people who need blood.

A six-year-old car crash victim. A cancer patient.
And a man waiting for a liver transplant.

But it's August. And Boston's blood supplies
are so low, there isn't enough blood for everyone.

So you have to decide, who
will get the blood. And who won't.

Now, imagine you're the mother of the
six-year-old car crash victim.

Please donate. You can save a life.
Call toll free 1-866-GIVE-2DAY.

American Red Cross

MASSACHUSETTS GENERAL HOSPITAL

BRIGHAM AND WOMEN'S HOSPITAL

Children's Hospital Boston

— Don't get stuck: Be smart, be safe

(Continued from Page 1)

the MGH Needlestick Reduction Task Force has implemented education and training programs, developed policies and procedures and introduced new and safer medical products to help reduce the number of sharp-instrument-related injuries.

According to Susan Loomis, RN, director of MGH Occupational Health Services (OHS) and a member of the task force, two trials currently are under way to test safer devices for tuberculosis and insulin syringes. "It is important for us to evaluate new products continually and acquire the best technology available to keep the MGH community safe while they work," says Loomis. "The task force also continues to identify some safety devices in which additional education might be required to ensure proper use and to offer training and best practices for proper disposal of sharp devices."

Employees can be at risk for injury from performing even the most common procedure, such as suturing a patient's cut, to more complicated incidents during surgery.

The first step an employee should take if injured is to wash the affected area with soap and water, then immediately tell a supervisor and call OHS. An OHS staff nurse practitioner will evaluate the incident and the risk for the employee. If the exposure risk is considered high or the patient being treated at the time of injury is not identified, the injured employee is offered preventive medications.

"While practicing standard precautions and using safety devices correctly are important, we need employees and staff to report such injuries promptly," says Elisha (Skip) Atkins, MD, chair of the task force. "Reported incidents of injuries and continuous feedback from employees and staff about the use of safety devices will help us to provide a safer environment for all employees."

For more information about needlestick safety at the MGH, call OHS at (617) 726-2217 or visit the MGH needlestick safety website at *http://is.partners.org/nrtf/needlestickhome.htm (also accessible from the MGH internal resources web page).* ●

ADVANCES

Immune system component found common to both humans and worms

When faced with a bacterial infection, the human body mounts a complex set of reactions. The innate immune system — one of the most basic aspects of the immune response — sounds the alarm and jump starts the body's response to pathogens. Researchers have known that key components of innate immunity are conserved across a variety of animals, and now MGH scientists have shown that these same elements are used by the lowly worm as well. The findings, published in the July 26 issue of *Science,* suggest that scientists now will be better able to tease out the details of innate immunity across a wide range of species.

"Innate immunity plays a central role in the initial encounter with foreign pathogens and is critical to the host's defense against infection," says co-lead author Dennis Kim, MD, PhD, of the MGH Department of Molecular Biology. "But derangement of the innate immune system is implicated in the pathogenesis of overwhelming infections, as well as in chronic inflammatory diseases. We anticipate that learning about fundamental aspects of the innate immune system may lead to therapies for these conditions."

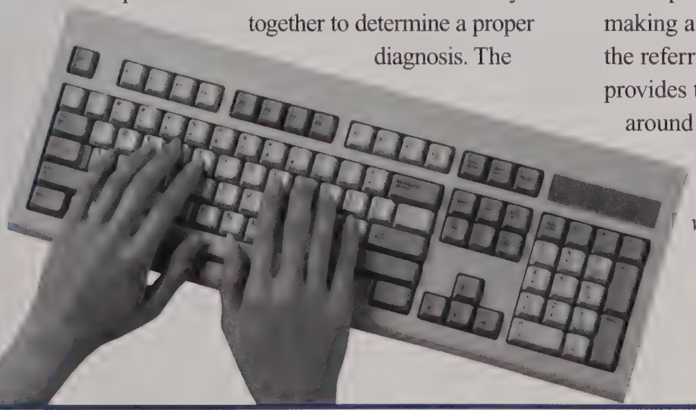
The research team was seeking common aspects of the immune systems of humans and the *C. elegans* nematode worm, an animal used in many developmental research studies. In worms that were extra susceptible to pathogens, researchers identified two genetic mutations in a signaling pathway also known to be involved in the innate immune response of humans.

"Because it's the only known component of the immune system common to both *C. elegans* and humans, this pathway probably represents the most ancient aspect of innate immunity," says principal investigator Frederick Ausubel, PhD. Other study co-authors at the MGH include co-lead author Rhonda Feinbaum, PhD; Genevieve Alloing, PhD; Fred Emerson; Danielle Garsin, PhD; and Man-Wah Tan, PhD. ●

Physician to physician: Online program offers patients a second opinion

With a reputation as one of the best medical institutions in the country, the MGH often is a resource for people from all over the world seeking medical advice. Now, the MGH has taken patient care one step further. Partners Online Specialty Consultation offers patients from around the globe expert advice from an MGH or Partners doctor — and patients never have to leave their own doctor's office.

Partners Online Specialty Consultation is a confidential physician-to-physician service that allows referring doctors and their patients to mail, fax or e-mail medical charts, X-rays and other test results to a Partners-affiliated physician and obtain a second opinion. According to Joseph Kvedar, MD, director of Partners Telemedicine, the program is not meant to substitute for an in-office patient visit. It is designed to support the existing relationship between doctor and patient while providing a second opinion from an MGH or Partners doctor. The program allows patients and their doctors to work closely together to determine a proper diagnosis. The collaboration is designed so that patients won't feel they are questioning their physician's evaluation. The referring physician provides the best possible patient information to a Partners online consultant, who then gives the information to a Partners doctor.



Both the referring physician and the patient must register online and complete a patient history form. Then, a Partners specialist will be identified, and will have 72 hours to provide a case review and opinion. The results are provided on a secure website to the referring physician, and patients then are contacted to discuss the results.

The Partners program provides consultations in a comprehensive range of specialties including cancer/oncology, neurology and cardiology. The program is designed to meet the immediate needs of the patient.

Kvedar says this program is an important service to both patients and physicians: "The program reminds us that these are actual people, not just words and symptoms on a page. We're making a difference in someone's life," he says. "It also gives the referring physician the opportunity to learn and grow, and it provides the consulting physician access to medical cases from around the world."

For more information about the Partners Online Specialty Consultation program, visit *www.econsults.partners.org.*

WHAT'S HAPPENING

MGH Chaplaincy volunteer program

The MGH Pastoral Visitor Program, sponsored by the MGH Chaplaincy, will begin Sept. 17 and will last until May 2003. The program trains volunteers in the necessary skills of pastoral visitation. Pastoral visitors are required to commit to at least four hours per week and to attend a weekly class Tuesdays, from 1 to 2 pm. Volunteers also must designate a minimum of three hours a week to patient visitation. Applications can be submitted through the MGH Chaplaincy or the MGH Volunteer Office. For more information about this program, contact the Chaplaincy at (617) 726-2220 or the Volunteer Office at (617) 726-8540.

Clinical trials course offered

The Education Unit of the Clinical Research Program (CRP) and the MGH Cancer Center will offer a course called "Design and Conduct of Clinical Trials" every Monday and Thursday in September and October, from 5 to 6:15 pm in the Haber Conference Room. The course is geared toward second-year fellows and junior faculty. The cost of the course is $200. Enrollment is limited, and registration is required. For more information, visit *http://crnet.mgh.harvard.edu* or call the CRP at (617) 726-1669.

MGH Chelsea to participate in Latin American Festival

The MGH Chelsea HealthCare Center will participate in the annual Chelsea Latin American Festival Aug. 3 and 4 at the Mystic Mall (across from the health center at 151 Everett Ave.). MGH Chelsea will host tables at the festival with educational information and will offer health screenings, raffles and other activities. For more information, call (617) 884-8300.

Nominations for PCS award

Nominations now are being accepted for the Anthony Kirvilaitis Jr. Partnership in Caring Award. The award recognizes Patient Care Services (PCS) staff in nonclinical roles who exemplify the values of reliability, responsiveness, creativity and flexibility. Any MGH nonclinician who is part of the PCS staff — including operations associates, operating room assistants and patient care coordinators — may be nominated by colleagues. All nominations must be received by Aug. 23. Awardees each will receive $1,500 and will be acknowledged at a ceremony and reception. For more information, contact Nancy DeCoste at (617) 724-8610.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Nominations for the Nathaniel Bowditch Prize

Nominations now are being accepted for the 2003 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee — clinician or nonclinician — who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. The award was established in 2000 by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch, a 19th century pioneer in celestial navigation and an early supporter of the MGH. Nomination forms are available in the Main Lobby, the Blum Patient and Family Learning Center, the Bigelow 10 nursing office and the Massachusetts General Physicians Organization office on Bulfinch 2. All nominations should be submitted by Sept. 30 to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, White 506. For more information, call Suzanne Williams at (617) 726-8254.

In memoriam

Steven F. Ronner, PhD, an MGH assistant neurophysiologist, died July 1 after a long battle with a neurologic illness. He was 55. Ronner's career at the MGH spanned more than 22 years. Robert Martuza, MD, chief of Neurosurgery, says, "Steve was known as an innovative neurophysiologist and developed monitoring techniques that improved the quality of patient care at the MGH. He was a dedicated and well-respected member of the MGH community."

Bone Marrow Transplant Unit honors, remembers and reminisces with patients

It was a day of celebration as more than 200 peopled gathered June 13 to honor, reminisce and remember patients who have been treated in the MGH Bone Marrow Transplant Unit. Survivors and their families joined physicians, nurses and therapists at the Bone Marrow Transplant Patient and Family Reunion, which first began in 1996.

"This event is all about fun," says Cathleen Poliquin, RN, a nurse practitioner in the Bone Marrow Transplant Unit. "We want the patients and their families to celebrate and reunite with all the MGH caregivers who contributed to their treatment."

Also at the event were family members of former patients who have since died. "I'm amazed at how many family members who have lost loved ones come to this event. It helps them heal just to know that we never forget our patients, even after they have passed away," says Poliquin.

The event included refreshments, door prizes, pizza and entertainment provided by magician Steve Lechner. Each patient also received a T-shirt. ●

MGHers display a gift T-shirt at the reunion.

Habla Español? MGHers learn new language, celebrate achievements

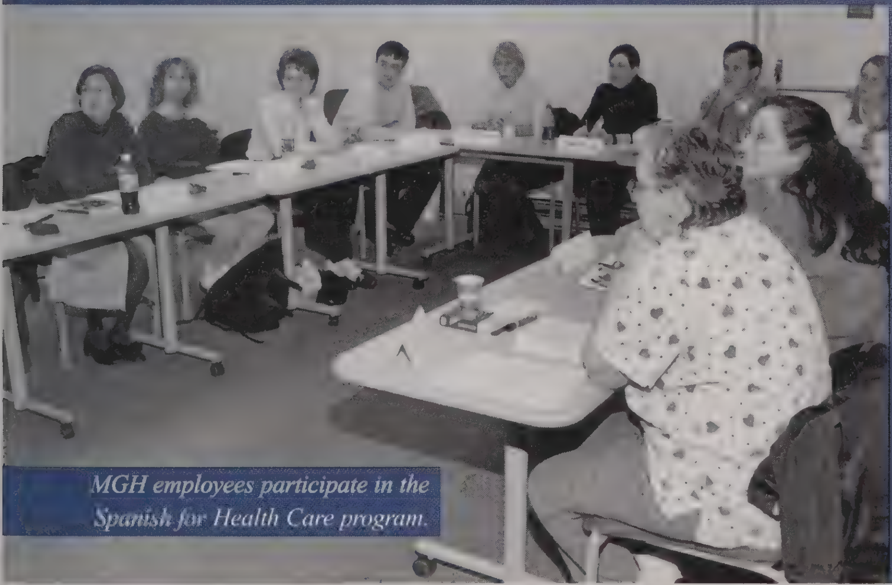
Recognizing the increasing diversity among its patients and employees, the hospital created a program to help break through the language barrier. The MGH Spanish for Health Care program is designed to teach employees who want to learn — and often need to learn — Spanish to improve the quality of their job performance. On June 18, more than 50 of the students from the program received certificates after completing two cycles of Spanish-related courses.

The program is sponsored through the Human Resources Department and Partners Corporate Training to help enhance employees' knowledge of the Spanish language and Latino culture. Course participants included many employees from different departments, including physicians, nurses, medical assistants, admitting staff and practice secretaries.

"The course helps employees interact directly with patients and family members and helps break through the language barrier that our employees often face," says Stuart Gedal, senior training consultant. "When employees are able to speak Spanish, they can help calm and comfort family members. Being able to speak Spanish also can help by just being able to give simple directions in the hallway," says Gedal.

Special awards also were presented to Yi Zheng and Denise Whall-Strojwas, who each received a Taber Medical Dictionary in recognition of their perfect attendance during the 20-week course. The graduation celebration also included Latin food and music and brief remarks from Gedal and Marisa Krall, executive director of HablEspaña, the school that provides both the teachers and curriculum for the course.

Since it was instituted as a pilot program in 1999, more than 200 employees have been enrolled in the MGH Spanish for Health Care program. For more information about the next course, contact Gedal at (617) 724-3241.



MGH employees participate in the Spanish for Health Care program.

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WHAT'S HAPPENING

ALS art exhibit extended

The Muscular Dystrophy Association's art exhibit at the MGH has been extended through Aug. 1. Called "Transcending Barriers to Creativity," the exhibit showcases original artwork by people living with ALS or Lou Gehrig's disease. The artwork may be viewed Monday through Friday, from 8 am to 4 pm, in the Neurology Clinic in WACC, room 835.

New PCHI website

New features have been added to the website for Partners Community Health Care, Inc. (PCHI). The new web address for the site is *www.PCHInet.com*, which is accessible from any Partners computer workstation. The site offers a variety of resources for PCHI and other Partners clinicians, including access to clinical records (accessible by password only), patient education information, searchable reference databases about clinical and diagnostic information, and pharmacy resources. For more information about the website, contact David Terry at (781) 433-3709.

Annuity fairs and financial planning workshops

The Partners Benefits Office will host two tax-sheltered annuity, fairs July 29, from 7:30 am to 4 pm, in the Wellman Conference Room and July 30, from 7:30 am to 4 pm, in the Research Affairs Conference Room at CNY Building 149. Representatives from Fidelity, TIAA-CREF and Vanguard will be available to answer questions. There also will be a financial planning workshop July 29, from noon to 1 pm, in the O'Keeffe Auditorium. The workshop will focus on asset allocation. For more information, contact Patrick Tan at (617) 726-6534.

Orientation for employees with limited English

The Human Resources Department now offers an orientation program for employees who speak limited English. The program is offered twice a month and is designed to ensure smaller sessions to meet the needs of employees with language barriers. The sessions will provide a more individualized and in-depth explanation of orientation topics. Enrollment is optional and is coordinated with the department manager, new employee and the Human Resources generalist. For more information, visit *http://is.partners.org/hr/training/mghleo.html.*

MGH Police and Security gives back to community

In keeping with the tradition of reaching out to community youth programs, the MGH recently provided equipment and expertise to educate teenagers about important life-saving skills.

With all the necessary equipment provided by MGH Police and Security, Officer Dave Marquez volunteered his time to go to the Middlesex Boys and Girls Club of Somerville to teach a CPR course to local teenagers. Former members of the Boys and Girls Club, the teenagers are the Club's newest employees and will provide both supervision and mentoring to younger members. Before they could begin work, however, they had to be certified in CPR.

Marquez instructed the students on the basics of CPR, the Heimlich maneuver and using the 911 emergency response system. "We all can benefit from the knowledge these kids now carry with them. These teenagers now can save someone's life, and that makes me feel good," says Marquez.

Marquez, right, teaching CPR.

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July 12, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Results are in: MGH ranked among top hospitals in nation

In what has become an anticipated annual event, the *U.S. News & World Report's* "America's Best Hospital's" honor roll has been published, ranking the MGH third in the nation. BWH also made the hospital honor roll, ranking 10th. Johns Hopkins Hospital in Baltimore was ranked first overall, and the Mayo Clinic in Rochester, Minn., ranked second. Cleveland Clinic in Ohio was tied with the MGH for third place.

The MGH scored 24 points in 12 specialties, with a number one ranking in the psychiatry category for the seventh year in a row, as well as a number one ranking in the kidney disease category for the second year.

Below is a complete list of the MGH rankings in the areas of specialty:

Cancer	19	Neurology and neurosurgery	2
Cardiology and heart surgery	3	Orthopædics	3
Digestive disorders	4	Pediatrics	14
Geriatrics	4	Psychiatry	1
Gynecology	7	Respiratory disorders	5
Hormonal disorders	2	Rheumatology	7
Kidney disease	1	Urology	7

Other Partners institutions that ranked in their area of specialty include McLean Hospital, ranking fifth in psychiatry, and Spaulding Rehabilitation Hospital, ranking 11th in rehabilitation. The Dana-Farber Cancer Institute, which collaborates with the MGH and BWH in Dana-Farber/Partners CancerCare, ranked fourth in cancer.

In addition, Massachusetts Eye and Ear Infirmary, a sister institution of the MGH, ranked third in the ear, nose and throat category and fourth in eye care.

The annual publication of the honor roll — now in its 13th year — has become a resource for the general public in choosing hospitals for medical care. The listed hospitals were chosen based on reputation, mortality rates and clinician surveys.

The MGH and BWH have been among the leading institutions since the publication began conducting the survey in 1990. The honor roll will appear in the July 22 issue of *U.S. News & World Report,* which will be available on newsstands July 15.

For more information about the "Best Hospitals" issue, visit *www.usnews.com.*

MGHers give blood, save lives

The MGH Blood Donor Center offered a free ice cream sundae buffet to all employees who donated blood or platelets July 3 and 5. Donors also received free T-shirts that will continue to be given to donors until the fall. According to Kim Cronin of the MGH Blood Donor Center, the number of blood donations tends to decrease during the summer. The Fourth of July holiday can be a particularly difficult time to get enough donations to maintain the hospital's blood supply — making the generosity of employees and outside donors even more crucial.

All donors who gave blood July 3 and 5 will be eligible to donate again Aug. 31 — just in time for the MGH Employee Blood Donor Appreciation Weeks. The Appreciation Weeks will be Aug. 19 through Sept. 6 and will feature many events including special food treats, free massages and other activities.

The Blood Donor Center is located in the Gray Lobby. For more information, call (617) 726-8177. ●

GHers donate blood, enjoy ice cream.

ADVANCES

Bladder-sparing procedure found effective for treating invasive bladder cancer

For patients with bladder cancer that has penetrated the organ's muscular layers, the standard of care has been to remove the bladder and adjacent structures completely. Now an MGH-developed strategy aimed at sparing the bladder has been shown to have long-term cure rates just as good as bladder removal. The findings, which appear in the July issue of *Urology,* could offer a better quality of life for many patients.

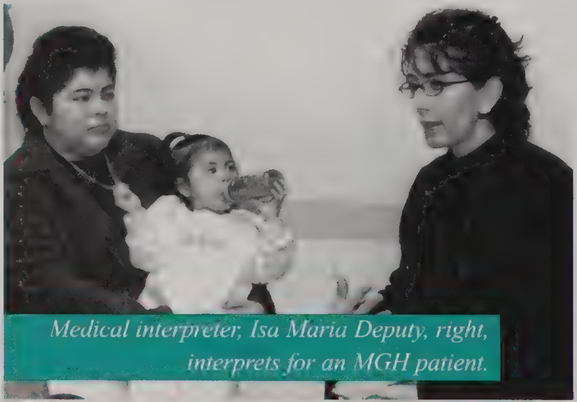
"Our first goal is to save the patient's life, but our second goal is to preserve the bladder if safely possible," says co-author William Shipley, MD, deputy head of clinical research for MGH Radiation Oncology. He and his colleagues used a three-pronged approach, combining surgery to remove the tumor with radiation and chemotherapy treatments. The MGH research team had developed this approach and reported a pilot study's results in 1993.

The current study enrolled 190 patients. Although one-third did eventually require bladder removal, the 10-year survival rate for all patients in the study was as good as that of radical bladder removal. Co-author Donald S. Kaufman, MD, director of the MGH Genitourinary Cancer Program, notes that chemotherapy is important to prevent tumor recurrence. "We are identifying better drugs that are both more effective and less toxic to the patient," he says.

Shipley adds that the new treatment strategy is gaining acceptance. "As an alternative to radical surgery, it's now being offered to more patients, although it's not yet as common as are lumpectomies for breast cancer." The other members of the MGH research team are Elizabeth Zehr; Naill Heney, MD; Steven Lane, MD; H.K. Thakral; Alex Althausen, MD; and Anthony Zietman, MD.

Medically speaking: MGH Medical Interpreter Services helps patients

Patients and visitors come from all over the world and from all walks of life to seek medical care at the MGH. Because of language barriers, some patients may have difficulty communicating their medical needs to their caregivers. As a result, the MGH has increased its efforts to address the needs of patients and family members who may need additional assistance with communication.



Medical interpreter, Isa Maria Deputy, right, interprets for an MGH patient.

Recently, the hospital has focused on improving one particular area to help non-English speaking patients — enhancing medical interpreter services.

According to Lourdes Sanchez, manager of MGH Medical Interpreter Services, communication challenges between caregivers and patients have increased during the last few years because of an increase in patient volume and an increase in the number of patients whose first language is not English.

"A language barrier can interfere with patient care unless the right resources are used," says Sanchez. "Our staff can be an essential part of the caregiver team to provide culturally appropriate care."

MGH Medical Interpreter Services provides access to trained medical interpreters who are available for situations such as helping physicians with rounds on inpatient floors, assisting staff with outpatient office visits and obtaining patient consent for tests and procedures. Medical interpreters also can help with telephone consultations and appointment confirmations.

The staff interpreters speak 10 of the most common languages at the hospital: Spanish, Arabic, Portuguese, Chinese (Cantonese and Mandarin), Italian, Russian, Hatian-Creole, French, Khmer and Vietnamese. A pool of freelance medical interpreters also is available to interpret for other languages. When possible, employees and staff should give Interpreter Services staff 24 hours notice for scheduling purposes. In addition, a back-up telephone translation service can be accessed by employees and staff to cover less common languages or when an interpreter is unavailable.

Sanchez adds that another important aspect of using medical interpreters is that they understand medical terminology and can interpret complex information accurately. Medical interpreters also can be a good resource in explaining cultural issues and customs to caregivers, when appropriate.

According to Sanchez, MGH medical interpreters had more than 28,000 patient-provider encounters last year. This number is expected to increase because of the new state law mandating the use of medical interpreters in hospital settings at no cost to patients who need the service. To meet this demand, Medical Interpreter Services requests MGHers to schedule interpreters at the same time as they make patient appointments. Medical Interpreter Services is open weekdays from 7 am to midnight, and weekends from 10 am to 10 pm. For more information, call (617) 726-6966. ●

Protecting patient privacy

Since the U.S. Department of Health and Human Services enacted regulations last April protecting patients' privacy under the Health Insurance Portability and Accountability Act (HIPAA), the hospital launched a patient confidentiality awareness campaign to help educate MGHers about the new guidelines. As part of the campaign, news and updates will continue to be published in *Hotline.* Below is a fictitious example of a breach in patient confidentiality to help MGHers better understand how patient privacy should be protected under the new guidelines.

While stuck in traffic one afternoon, a physician called her secretary on her cell phone to dictate notes about a patient. The doctor then asked her secretary to fax the notes to a colleague involved in the patient's case. In a rush to leave the office, the secretary hastily dialed the fax number and left the office as the patient's notes were being sent. Unfortunately, the secretary dialed the wrong number.

Discussion:

According to Eileen Bryan, MGH project manager for HIPAA, the physician in this example and any other health professional should carefully consider whether it's necessary to discuss a patient case using a cellular phone. Because cell phone calls are transmitted along public airwaves, they can be intercepted. Hospital employees and staff should use discretion even when talking on land-line phones to make sure others don't overhear.

In the secretary's case, she first should have made sure the fax number was correct. Because the information was private, the secretary should have called the recipient to make sure the fax was received. Finally, the secretary should not have left the notes on the fax machine after they were sent. Any passerby could have read the private patient information included in the notes.

For more information about patient confidentiality, call Bryan at (617) 726-6360 or visit the patient confidentiality information display in the Main Corridor July 23 and 25, from 10 am to 2 pm, and Aug. 13 and 15, from 10 am to 2 pm.

Caring
for patients while
respecting their
Privacy

Durant Fellowship golf tournament in full swing

The Thomas S. Durant, MD, Golf Tournament was held June 17 at the Oyster Harbors Club in Osterville, Mass., to honor the beloved MGH physician who died last year.

The tournament raised more than $65,000 for the Thomas S. Durant Fellowship for Refugee Medicine program, which will sponsor health care professionals to serve refugee populations and victims of complex humanitarian disasters. The fellowship recently was started to honor Durant, who served the MGH as assistant director for more than 30 years.

The golf tournament was launched five years ago by Bill Reilly, a friend of Durant's, to raise money for a variety of charities. Last month's event was the first year that all money was donated to the newly established fellowship.

This year's tournament featured more than 110 players, including MGHers: Peter Slavin, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization; W. Gerald Austen, MD, MGH surgeon-in-chief *emeritus;* Charles Sanders, MD, former general director of the MGH; and Laurence Ronan, MD, of MGH Internal Medicine Associates and director of the Durant Fellowship.

Durant had traveled to some of the world's most forlorn places during his life to bring food, supplies and medical expertise to refugees in war ravaged countries such as Bosnia, Kosovo, Somalia and Rwanda.

"The MGH created the Durant Fellowship to honor and celebrate Dr. Durant's unique spirit of service to those less fortunate around the globe," says Ronan. "Dr. Durant was an important member of the MGH family whose humanitarian efforts made us all very proud."

The tournament also featured a raffle and auction that benefited the fellowship. Auction items donated by Boston-area community leaders included a dinner at Locke-Ober with chef Lydia Shire, autographed Red Sox baseballs, a therapeutic massage and a nutrition and fitness program.

From left: Slavin, Austen and Sanders.

At the tournament, Ronan announced a gift of an additional $50,000 to the fellowship from Tom O'Donnell and Mark Holland of Loomis Sayles, Inc. ●

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WHAT'S HAPPENING

Bloodmobile at CNY

The MGH Bloodmobile will be at CNY Building 149, July 24 from 8:30 am to 2 pm. To schedule an appointment to donate blood, contact Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org*. Each donor will receive a free T-shirt.

Credit union offers no-fee checking

Harvard University Employees Credit Union, located in the Clinics Building, Room 01-34, now is offering a no-monthly-fee checking accounts to all MGHers who sign up for direct deposit. For more information about additional services, call (617) 726-1630 or visit *http://www.huecu.org*

Annuity fairs and financial planning workshops

The Partners Benefits Office will host two tax-sheltered annuity fairs: July 29 from 7:30 am to 4 pm, in the Wellman Conference Room and July 30 from 7:30 am to 4 pm, in the Research Affairs Conference Room at CNY Building 149. Representatives from Fidelity, TIAA-CREF and Vanguard will be available to answer questions. There also will be a financial planning workshop July 29, from noon to 1 pm, in the O'Keeffe Auditorium. For more information, contact Patrick Tan at (617) 726-6534.

Orientation for employees with limited English

The Human Resources Department now offers an orientation program for employees who speak limited English. The program is offered twice a month and is designed to ensure smaller sessions to meet the needs of employees with language barriers. The sessions also will provide a more individualized and in-depth explanation of orientation topics. Enrollment is optional and is coordinated with the department manager, new employee and the Human Resources generalist. For more information, visit *http://is.partners.org/hr/training/mgleo.html.*

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

Hotline schedule

Next week's issue of the *MGH Hotline* will be available Monday, July 22. *Hotline's* regular schedule will resume July 26.

IN GENERAL

Mary Ahn, MD, of MGH Psychiatry, was selected to receive the Elaine Schlosser Lewis Pilot Research Award for Attention Disorders. The award, given by the American Academy of Child and Adolescent Psychiatry, offers support to outstanding junior faculty and child and adolescent psychiatry fellows at the beginning of their research careers.

David K. Cooper, MD, PhD, of the MGH Transplantation Biology Research Center, recently was awarded a Will Solimene Award of Excellence in Medical Communication by the New England Chapter of the American Medical Writers Association. He was honored for the book, *Xeno — the Promise of Transplanting Animal Organs into Humans,* which he co-authored.

David Nathan, MD, director of the MGH Diabetes Center and Mallinckrodt General Clinical Research Center, was presented the Outstanding Physician/Clinician in Diabetes Award for 2002 by the American Diabetes Association at their annual meeting in San Francisco in June.

Shirley H. Wray, MD, PhD, director of the MGH Neurovisual Disorders Unit, recently received the 2002 American Society/Pfizer, Inc. Headache Research Award. This award is given annually to a clinical investigator for research related to the pathogenesis and pathophysiology of migraine headaches. Wray was acknowledged for her studies on visual cortex excitability and neuromuscular transmission in familial migraine.

MGHers who are members of the Metro Boston Disaster Medical Assistance Team (DMAT) were among those honored by Northeastern University's graduating class of 2002 for their work at Ground Zero following the Sept. 11 attacks. The class of 2002 commemorated the DMAT with a plaque that will be hung in a new nursing building on the school's campus.

The New York Firefighter's Burn Center Foundation extended thanks to MGH nurses **Jennifer Albert, RN; Frank Curtis, RN; Bob Droste, RN; Pam Griffin, RN; Julie Ann MacGrath, RN; Barbara McGee, RN; Dawn Moore, RN; Sally Morton, RN;** and **Michael Spiro, RN,** for working in burn units in New York City caring for victims of the Sept. 11 tragedy. Each nurse received a photo of the presentation plaque and a special commemorative pin honoring those 343 members of the New York Fire Department who lost their lives.

July 22, 2002

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

One patient's legacy: A new MGH president

Tokson

Louis Tokson was a wise and respected leader, a pillar of his community in turn-of-the-century Malden, Mass. Born in Lithuania, he was one of a growing number of Jewish immigrants to settle just north of Boston, seeking the American dream. A distinguished and formal gentleman, Tokson earned a meager living by selling chickens and eggs. He was perhaps best known in his community as a healer, empowered with an almost mystical ability to help the ill and injured.

But he was unable to heal himself.

A freak accident left a chip of wood embedded in Tokson's leg, and he developed a severe infection. Each week, Tokson, escorted by his teenage daughter, Julia, would take the streetcar from Malden to the MGH in Boston. There, caregivers would remove the bandage, examine the wound, apply a diluted bleach mixture called "Dakin's solution," and replace the dressing. The care was free. Like many other immigrants in the 1920s, Tokson had no insurance and few financial resources.

For nearly 10 years, Tokson and his daughter made the weekly trek to the MGH. And for 10 years, the hospital treated Tokson with dignity, respect and kindness, offering its expertise to the grateful patient and devoted daughter. The MGH valiantly battled the infection and saved Tokson's leg, preserving his quality of life for a decade. The infection, however, eventually won out, and his leg was amputated. Tokson died several years later in 1937.

Julia Tokson Ruderman, today 92 and still a resident of Malden, for years has recounted to her children, grandchildren and great-grandchildren the stories about the compassionate people, wonderful care and impressive technology that she and her father experienced at the MGH.

So it is particularly fitting that the Tokson family has made a meaningful and truly significant contribution to the MGH. On Jan. 1, 2003, Louis Tokson's great-grandson and Julia Ruderman's grandson, Peter L. Slavin, MD, MBA, will become president of the MGH.

Peter L. Slavin, MD, MBA, new president of the MGH.

"The MGH was always legendary to my family," says Slavin, who currently serves as chief executive officer and chairman of the Massachusetts General Physicians Organization (MGPO). "My grandmother would tell me about the kind people at the MGH, how skilled they were and how much they cared. When I came to the MGH as a medical student, I experienced this caring culture, this unwavering dedication to patients — all patients. I feel so honored and privileged to lead such an extraordinary place."

The MGH Board of Trustees approved Slavin's appointment as president at its meeting July 19. He will succeed James J. Mongan, MD, who will move into the position of president and chief executive officer of Partners HealthCare.

Edward Lawrence, chairman of the MGH board and head of the search committee, calls Slavin a wise, thoughtful and distinguished leader. "Peter Slavin brings an impressive breadth of administrative, clinical and health policy experience to the position," Lawrence says. "He is widely respected and greatly liked, and we are delighted that he will be at the helm of this hospital in the years ahead."

Mongan says the future of the MGH is solid with Slavin as its leader. "Peter has an impressive ability to think through the most complex issues and come to what is inevitably a sensible and intelligent resolution," Mongan says. "Peter and I have worked closely together as the MGH and the MGPO have collaborated on key initiatives that have enhanced quality and safety, reduced length of stay, controlled expenses and promoted diversity and a culturally sensitive environment. No matter what the assignment, Peter first and foremost is a compassionate physician who always keeps the best interest of patients and families at heart."

Born in Malden, Slavin, 44, has spent most of his career at the MGH. Since 1999, he has led the hospital's 1,700-member MGPO, the state's largest physician

(Continued on Page 2)

Sit back, relax, watch a little TV, surf the net, catch up on e-mail, give blood platelets ...

Jeanette Arrighi of the MGH Blood Donor Center demonstrates the new E-Chair.

Phil Evans, a retired flower shop owner from Peabody, Mass., has donated blood platelets at the MGH Blood Donor Center for the past five years. Platelet donation can be a time-consuming procedure, but now the 2 ½-hour donation process is made much easier for donors such as Evans thanks to a new device at the MGH called the E-Chair.

The E-Chair, which is provided to the MGH by Baxter Healthcare Corp., is a comfortable reclining leather chair with a connected laptop computer. The laptop gives donors the option of watching a DVD movie, playing computer games or listening to music. The chair also enables busy donors to set up a "virtual office" allowing them to send e-mails and use the Internet.

Evans, who was one of the first to use the E-Chair at the MGH, knows the importance of donating blood and platelets. He has been donating whole blood since 1940 and began donating platelets when his wife was undergoing heart surgery at the hospital. "I wish people could understand the importance of donating. It is one of the most generous things you can do for another human being," says Evans.

Platelet donation is accomplished through the process of pheresis. Whole blood is drawn from a donor's arm, platelets are separated from the blood — which consists of red and white cells, platelets and plasma — and the remaining blood components then are returned to the donor through the other arm.

"Platelets are important in treating patients with leukemia and other cancers, as well as sickle cell anemia," says Kim Cronin of the MGH Blood Donor Center. "A single donor can provide enough platelets for one or two transfusions, but we are always in need of more donors. That's why it is so important to improve the appeal to people who either don't have the time to donate or who think the process is unpleasant."

Although other hospitals around the country also use the E-Chair, the MGH is the first hospital in Massachusetts to offer the chair to its donors.

"I've been donating for many years, and this chair is remarkable," says Evans. "I had a great time watching a very funny movie and hopefully saved a life all at the same time. To me, that's a great day."

For more information about the E-Chair, contact the MGH Blood Donor Center at (617) 724-9699.

— New MGH president

(Continued from Page 1)

multispecialty group practice. Slavin's previous MGH positions have included serving as senior vice president and chief medical officer from 1994 through 1997. He has been on the hospital's medical staff since 1987, serving as a primary care physician. In addition, Slavin is a member of the New England Patriots medical staff.

In 1997, Slavin was recruited to Barnes-Jewish Hospital in St. Louis, Mo., where he served as the first president of the merged institution.

Samuel O. Thier, MD, president and chief executive officer of Partners, calls Slavin an intelligent and effective leader. "Peter is masterful at building consensus because he listens, understands and thinks through situations crisply and constructively," Thier says. "His understated, quiet style has proven tremendously effective in dealing with the hospital's many constituencies, both internal and external."

Slavin received his medical degree from Harvard Medical School and his MBA from Harvard Business School. He holds an undergraduate degree in biochemical sciences from Harvard College. He has been a member of the faculty of Harvard Medical School since 1987. A resident of Newton, he and his wife, Lori, have two sons.

Slavin has long had a dual interest in clinical medicine and societal health issues. During college, he spent time working in the Washington office of Congressman Edward J. Markey. He also has served as a legislative analyst in the Office of the Director of the National Institutes of Health.

Slavin says the MGH is in outstanding shape today because of the leadership of both Mongan and Thier as well as the benefits of being part of Partners. "It is clear that we will face some challenging times in health care in the years ahead," he says. "But working together, the talented and dedicated people of the MGH will continue to advance our clinical and academic missions. My focus is to make sure the MGH is not only a place with the most sophisticated technology and latest treatments, but also a place with a heart. I want every patient to feel the same dignity, respect and kindness that my great-grandfather experienced. These qualities, after all, represent the hallmark of this truly great institution. And they are what patients and families remember — generation after generation." ●

Savory samplings for Senior Supper Club

MGH
Senior
Supper
Club

Julia Child couldn't have done it better. Helen Doherty, RD, director of MGH Nutrition and Food Services, and Susan Barraclough, MS, RD, senior manager of Retail Operations and Production for the department, hosted a lively cooking demonstration at the MGH June 24 as a part of the MGH Senior Supper Club. The demonstration was the first in a series of special events inaugurating the summer program of the club, which caters to seniors over 60 living in communities close to the hospital's main campus.

More than 50 seniors from local neighborhoods came to the hospital's East Garden Dining Room to sample some of the easy-to-prepare, nutritious cuisine prepared by Doherty and Barraclough. Some of the tasty treats included a mouth-watering Moroccan chicken stew, a tantalizing tomato soup and a pleasing pasta primavera.

The MGH Senior Supper Club, which is co-sponsored by MGH Senior HealthWISE and MGH Nutrition and Food Services, offers seniors a variety of discounts and benefits. Some of the services include a 10 percent discount for breakfast and dinner at the hospital's Eat Street Café; a 10 percent discount at the MGH General Store, Flower Shop and Images Hair Salon; and educational programs and health screenings.

For more information about the Senior Supper Club, call (617) 724-6756.

Doherty slices and dices.

The art of teamwork: PACE members exercise their creativity

Since the launch of the Patient Administrative Cycle Enhancements (PACE) project in February, PACE teams have been working diligently to design the framework of what will be a comprehensive redesign of the hospital's patient administration process. PACE team members recently took a break from their usual planning meetings to exercise their creativity in a half-day art workshop held July 11 at CNY.

The interactive workshop, which was conducted by a nonprofit art therapy organization called RAW Art Works, brought together more than 60 PACE team members and administrators to creatively collaborate on large pieces of art that will eventually be displayed in the new PACE contact center. According to Nancy Gagliano, MD, one of the PACE sponsors, the workshop was meant to give team members an opportunity to reflect on the PACE project, discuss its progress, recognize each other's contributions to PACE and have some fun along the way.

Picking up the PACE
Patient Administrative
Cycle Enhancements

PACE members donned protective plastic to enjoy some creative fun.

Deirdre O'Connor, PACE communications coordinator, adds that the workshop reaffirmed the importance of teamwork and open communication. "I think everyone involved learned a lot about each other as we had fun completing the art projects," says O'Connor.

A reward and recognition luncheon, hosted by the PACE sponsors, also was held to congratulate the teams on their hard work for the project.

For more information about the PACE project, send e-mail to *PACE@partners.org.*

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WHAT'S HAPPENING

SummerWorks Showcase

The MGH/Timilty Partnership will hold its annual SummerWorks Showcase for interns in the Main Corridor, Aug. 8 from 11:30 am to 1 pm. SummerWorks is a career exploration and summer employment program that offers graduating Timilty students paid part-time summer internships at the MGH. At the SummerWorks Showcase, interns will present the skills, experience and lessons learned throughout the seven-week program. For more information about the MGH/Timilty program, call (617) 724-3210 or send e-mail to *Timilty@partners.org.*

AMMP scholarship deadline extension

The Association of Multicultural Members of Partners (AMMP) has extended its application deadline for the 2002 AMMP scholarship. All applications now should be submitted by Aug. 16. All Partners minority employees in good standing and employed for at least one year are eligible to receive up to $1,000. Applicants must be accepted into part-time or full-time programs of study and should be willing to commit at least 20 hours of service to AMMP if chosen as scholarship recipients. For more information or to obtain an application, contact Angela Gee at (617) 724-4132 or send e-mail to *agee@partners.org.*

Bloodmobile at CNY

The MGH Bloodmobile will be at CNY Building 149, July 24 from 8:30 am to 2 pm. Each donor will receive a free T-shirt. To schedule an appointment to donate blood, contact Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org.*

ALS art exhibit extended

The Muscular Dystrophy Association's art exhibit at the MGH has been extended through Aug. 1. Called "Transcending Barriers to Creativity," the exhibit showcases original artwork by people living with ALS or Lou Gehrig's disease. The artwork may be viewed Monday through Friday, from 8 am to 4 pm in the Neurology Clinic in WACC, room 835.

Patient confidentiality display

An information table about patient confidentiality will be on display in the Main Corridor July 23 and 25, from 10 am to 2 pm, and Aug. 13 and 15, from 10 am to 2 pm. At the information display, MGHers will be able to preview and give feedback on the new MGH privacy notice that soon will be given to all patients. For more information, call Eileen Bryan at (617) 726-6360.

MGPO forum

The Massachusetts General Physicians Organization (MGPO) will hold a forum July 22, from 3:15 to 4:30 pm in the O'Keeffe Auditorium. Lawrence Summers, president of Harvard University, will be the guest speaker. For more information, call the MGPO at (617) 724-9080.

HOPES seminars

The MGH HOPES (Helping our Patients and Families through Education and Support) Program will offer several classes and seminars this month. Paula Rauch, MD, child psychiatrist, will hold a seminar to address issues for parents with cancer July 23 and 30, from 11 am to noon. An oncology nurse will speak about chemotherapy July 24 and 31, from noon to 1 pm. Vicki Cotton, MSW, an oncology social worker, will hold a class about reducing stress July 25, from 1 to 2 pm. Poetry workshops and yoga classes will resume in September. All workshops are free and are held in the Cancer Resource Room on Cox 1. For more information, call (617) 724-1822 or (617) 72-HOPES.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

Nominations for the Nathaniel Bowditch Prize

Nominations now are being accepted for the 2003 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee — clinician or nonclinician — who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. The award was established in 2000 by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch, a 19th century pioneer in celestial navigation and an early supporter of the MGH. Nomination forms are available in the Main Lobby, the Blum Patient and Family Learning Center, the Bigelow 10 nursing office and the Massachusetts General Physicians Organization office on Bulfinch 2. All nominations should be submitted by Sept. 30 to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, White 506. For more information, call Suzanne Williams at (617) 726-8254.

July 26, 2002

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Medicine across the miles: MGH physicians assist surgery at South Pole

MGH clinicians are accustomed to treating patients from around the world, but these patients usually come to the MGH. Recently, however, two MGH physicians helped treat a patient for the first time at the South Pole using the art of telemedicine. Bertram Zarins, MD, of MGH Orthopædics, and Vicki Modest, MD, of MGH Anesthesiology and Critical Care, helped a physician at the Amundsen-Scott South Pole Station perform surgery earlier this month on a meteorologist who injured his knee in a fall.

Because of the extreme winter conditions in Antarctica, the patient, Dar Gibson, could not be evacuated for four months. Using a telemedicine video link, Modest was able to guide South Pole physician Timothy Pollard, MD, through the placement of a spinal anesthetic. This was followed by Zarins' guidance in suturing the patient's damaged tendon.

"With regard to the anesthetic, it's all in the preparation," says Modest. "I made sure that the patient fully understood and agreed to what was going to happen to him. This helped the telemedical anesthesia to proceed without a hitch."

Communication links between the United States and Antarctica have been used before in assisting with medical procedures, but this is the first time in the South Pole program's nearly 50-year history that telemedicine was used for surgery.

"Because of the many unknowns, the hardest part was arriving at the decision to operate," says Zarins. "Left untreated, the injury would have resulted in a significant disability. I am happy everything turned out well and the patient is recuperating." ●

Inset: Dar Gibson recovers after the telemedicine surgery. Photo credit: Jonathan Berry, National Science Foundation.

This scoop's for you

MGHers recently were treated to a tasty ice cream celebration thanks to the efforts of employees who rode their bikes to work during the Boston Bike-to-Work Corporate Challenge. MGHers were invited to take a break from the summer heat and sample delicious Ben & Jerry's ice cream on the Bulfinch Lawn July 19. The ice cream celebration was the hospital's reward for having the largest number of participants in Boston Bike-to-Work Week, a citywide effort to promote bicycle commuting. This is the fourth year the MGH was honored for its record participation.

Seniors in the spotlight: Senior HealthWISE program officially launched

It was an appropriate setting for launching a new community health program for seniors. More than 150 hospital and community leaders and guests gathered July 17 at the Blackstone elderly housing development to celebrate the beginning of a new partnership that will benefit seniors living in the West End and Beacon Hill neighborhoods.

Called MGH Senior HealthWISE, the program provides free nursing and social service clinics for seniors living in the Amy Lowell, Blackstone and Beacon House apartment buildings. In addition, the program provides discounted meals at the hospital, health and wellness programs and access to community services for all older residents.

Guest speakers at the celebration were James J. Mongan, MD, president of the MGH; John Rich, MD, medical director of the Boston Public Health Commission; Joan Quinlan, director of the MGH Community Benefit Program; Barbara Moscowitz, LICSW, director of Senior HealthWISE; Lois Koehler, property manager for Beacon House; and Kenneth Minaker, MD, chief of MGH Geriatric Medicine.

"Hundreds of seniors live within walking distance of the hospital. But that short distance can seem like a huge chasm for older adults who are physically frail and worried about their health," said Mongan. "Our goal with this program is to keep our elderly neighbors independent and healthy for as long as possible."

For more information about Senior HealthWISE, call (617) 724-6756.

From left: Mongan, Rich, Quinlan and Moscowitz.

MGH employees make a difference in patient care

Every day MGHers are finding new ways to improve the comfort and care provided to patients. The smallest of projects can make a big difference in a patient's experience. Whether it's improving patient brochures or adding scenic photographs to the Emergency Department waiting area, employees understand the significant effect a little change can make.

Thanks to the "Making a Difference" grant program, the MGH can turn these ideas into reality. The MGH and the Massachusetts General Physicians Organization (MGPO) jointly sponsor the program, which started three years ago. The program offers a payment of up to $5,000 to support employees' ideas for improving the quality of service provided to patients, families and fellow MGHers.

All MGH employees, including Bulfinch temps and volunteers, are eligible to apply with the approval of a department manager.

"Last year we allocated more than $75,000 to 21 different recipients. We are always looking for employees with creative ideas," says Melanie Cassamas, project manager for the Service Improvement Department. "Written proposals are submitted to a review board for selection of the recipients, and the funds usually are available in December."

One of the departments to receive such funding was the Emergency Department (ED), which received three grants. The grant money was used for a beautification project that transformed the ED into a more comfortable place. The first grant supported a collaboration between the ED and the MGH Photo Lab. Scott Dickinson and Dennis Tangney of the ED and Sam Riley of the MGH Photo Lab worked together to display scenic photographs on the walls in the waiting area and in the hallways. The other ongoing projects will bring in 12 television sets for patient rooms and six portable phones specifically dedicated for patient use.

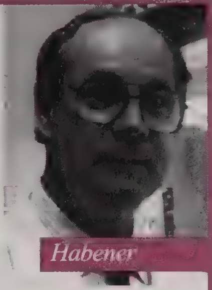
"We are trying to create a better atmosphere for patients and their families," says Julia Sinclair, administrative director of the ED. "The ED is a very busy place, and unfortunately, many times patients have to wait. We hope that these improvements will allow patients to feel more at ease and comfortable in the ED."

The Making a Difference grant program now is accepting applications. Applicants should submit a written proposal by Oct. 1. For more information about the grant program, contact Cassamas at (617) 726-1816. ●

Center: Photos such as this one by Dennis Tangney now are on display in the ED.

ADVANCES

Hormone could lead to new treatment of diabetes


Habener

MGH scientists have discovered that a naturally occurring hormone can cause adult islet stem cells to mature into pancreatic beta cells, the insulin-secreting cells that are depleted or compromised in diabetes. The results, which appear in the August issue of *Endocrinology,* could help researchers design a strategy for reversing the disease. "These findings are important because, in diabetes, beta cells in the pancreas have a limited capacity to proliferate, and they die at a steady rate," says Joel Habener, MD, of the MGH Laboratory of Molecular Endocrinology, the paper's senior author.

Type 1 diabetes is caused by destruction of insulin-producing beta cells of the pancreas in a mistaken attack by the body's immune system. In type 2 diabetes, the most common form of the disease, patients' beta cells do not produce enough insulin at the right time and overall metabolism does not respond correctly to insulin. For both types of diabetes, finding new ways to provide functioning beta cells has been an area of great interest for researchers. Previous research has shown that an intestinal hormone called GLP-1 can provoke beta cells to proliferate and to secrete insulin. Habener and his team now provide evidence that the hormone may also cause islet stem cells — originally identified by the researchers in a 2001 study — to mature into true beta cells, which may lead to new strategies for treating diabetes.

"If we can transplant beta cells grown from a patient's own stem cells, the risk of rejection is gone," says Habener. "And now with the addition of GLP-1, we might be able to stimulate those cells to become truly functional." The other members of the research team are Elizabeth Abraham, PhD; Colin Leech, PhD; Julia Lin; and Henryk Zulewski, PhD.

New and improved Cal Stat: It's better than soap and water

For two years, MGH clinicians have been using the waterless, alcohol-based hand gel Cal Stat to help reduce the number of hospital-acquired infections for patients and employees. With feedback from hospital employees and staff, the makers of Cal Stat have developed a new version of the product that will be introduced to the MGH at the end of this month.

To address MGHers' feedback about the product leaving a "sticky" feel, having a perfumed odor and leaving blue stains from the product's dye, the Steris Corp. developed a new and improved Cal Stat that is colorless, odorless and has a different texture. The new product was tested on five inpatient units with positive results. Because of the success of the pilot, the MGH Hand Hygiene Task Force is introducing the new Cal Stat to all inpatient and outpatient areas by July 29.

Studies have shown that alcohol-based hand gels, such as Cal Stat, are more effective than regular soap and water in removing bacteria from hands and are just as effective as medicated soap products. A small amount of Cal Stat works immediately by killing germs on contact. Use of these waterless antiseptic gels also results in improved compliance with hand hygiene practice.

According to David C. Hooper, MD, chief of the Infection Control Unit and chair of the Hand Hygiene Task Force, the effectiveness of Cal Stat has not been diminished with the new modifications. "Cal Stat remains an excellent defense against the spread of infection," he says. "It is extremely important for all MGH clinicians to use Cal Stat before and after patient contact to combat hospital-acquired infections. It is better for our patients and for our employees and staff."

In addition to the introduction of the new Cal Stat, the MGH is instituting several programs to give clinicians the resources they need to stop the spread of hospital-acquired infections. For example, a new "precautions" status icon and menu were introduced to the Clinical Applications Suite (CAS) patient information system in June. The precautions status is denoted onscreen by a red letter "P" to alert clinicians to follow contact precautions in preventing the transmission of certain infections.

For more information about the Hand Hygiene Program or other infection control programs, call the Infection Control Unit at (617) 726-2036. ●

WHAT'S HAPPENING

Golf tournament fundraiser

The fifth annual Andrew R. Marzilli Memorial Golf Tournament to benefit the MGH Cystic Fibrosis Research Fund and the MGH Lung Transplant Program will be held Sept. 16 at the Hillview Country Club in North Reading, Mass. Tee time is at 8 am. The cost for a day of golf, including lunch, is $100; $25 for lunch only. Entry forms must be postmarked by Sept. 1. Marzilli was a double-lung recipient who died two years ago at age 19. For information about the tournament or to make a donation, call Elizabeth Montgomery at (617) 726-8475 or tournament organizer Barbara Lagorio at (781) 284-3518.

Conference room bookings

Because of an upgrade in the scheduling system, Environmental Services staff request that MGHers not make any new requests for conference room bookings during the weeks of July 29 through Aug. 9 for the following rooms: O'Keeffe Auditorium; Walcott 2 and 3; Wellman 101; Burr 1, 2, 3, 5 and 6; Lawrence House; and Clinics 1 Lower Amphitheater. There also will be no special requests for tables and chairs accepted during this time. However, cancellations or changes to pre-existing reservations will be accepted during this time period. The system shutdown will not affect any existing reservations that have been previously scheduled.

Chalk drawing fun

The MGH will be joining "Sidewalk Sam" again this year to create chalk drawings for the "Boston Chalk One Up for the Arts" Festival Aug. 22 from 11 am to 3 pm at Government Center. The MGH Human Resources Department has reserved 10 squares. Interested departments should send e-mail to Sunayana Jhalani at *sjhalani@partners.org*. The deadline is July 31.

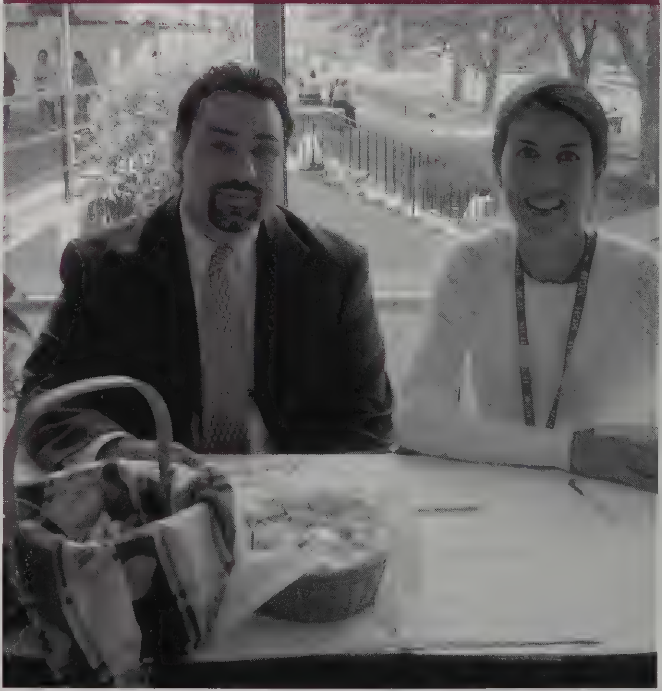
MGH Chelsea to participate in Latin American Festival

The MGH Chelsea HealthCare Center will participate in the annual Chelsea Latin American Festival Aug. 3 and 4 at the Mystic Mall (across from the health center at 151 Everett Ave.). MGH Chelsea will host tables at the festival with educational information, and will offer health screenings, raffles and other activities. For more information, call (617) 884-8300.

Building awareness about patient privacy

With the impending enforcement of the Health Insurance Portability and Accountability Act (HIPAA) to protect patients' privacy of their medical information next year, MGH Health Information Services hosted an information table in the Main Corridor July 23 and 25. At the information display, a draft of the new patient privacy notice that eventually will be given to all MGH patients was available for visitors to review. As part of the new HIPAA regulations, patients will be required to sign a receipt of the privacy notice to acknowledge that they understand how their medical information is used at the hospital. Additional information tables will be on display in the Main Corridor Aug. 13 and 15, from 10 am to 2 pm. For more information about the HIPAA guidelines or to give feedback on the privacy notice, contact Eileen Bryan at (617) 726-6360.

Below, MGHers Phillip Hunt and Michelle Gagne were available to answer questions at the patient privacy information table.



Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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(617) 726-2206

August 9, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Food, fun and fiesta

For the 10th consecutive year, the MGH Chelsea HealthCare Center was a major sponsor of the annual Latin American Festival at the Mystic Mall in Chelsea, Aug. 3 to 5. The weekend celebration recognizes the pride of heritage felt throughout the Latin American culture with food, music, a parade and a carnival.

More than 20 MGH Chelsea employees volunteered their time to take part in the festival by providing health care information to visitors, offering specific materials about the Women, Infant and Children (WIC) program and lending a creative hand with face painting.

"Every year the health center is well represented by staff who participate in this wonderful event and interact with so many people who work or live in the community," says Jeannette McWilliams, administrative director for MGH Chelsea. ●

Construction progresses for new Yawkey Center

A large steel beam was eased gently into place July 12, marking the beginning of construction of the structural frame for the MGH's new Yawkey Center for Outpatient Care. Workers at the busy construction site have positioned steel beams at ground level to build the 50,000-square-foot plaza deck. This deck will one day serve as the ceiling of a six-level underground parking garage as well as the base of a 10-story building.

Construction of the hospital's much-needed ambulatory care building, slated to open in 2004, continues on schedule. The building will be located next to the MGH's Fruit Street Garage, on the site of the former Charles Street Jail.

According to Chuck Favazzo of Walsh Brothers, construction managers for the project, after the steel beams are in place, metal decking will be secured on top of the beams. And by mid-August, 9 ½ inches of concrete will have been placed on the metal decking,

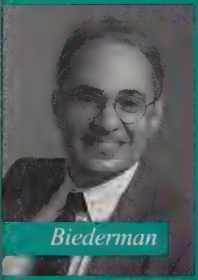
(Continued on Page 2)

Construction site of the new Yawkey Center

ADVANCES

Time-release stimulant improves ADHD treatment

A research team, led by Joseph Biederman, MD, MGH director of Pediatric Psychopharmacology, has found that a long-acting form of the stimulant medication Adderall is effective in controlling symptoms of attention deficit/ hyperactivity disorder (ADHD) in children when taken in a single morning dose. The standard form of Adderall, which is made up of several amphetamine-based drugs, is effective for only four hours. This new formulation joins other long-acting stimulants, such as extended-release methylphenidate (Ritalin), in giving patients with ADHD a greater choice of medications. The report appears in the August issue of *Pediatrics.*


Biederman

More than 500 children aged 6 to 12 who met standard diagnostic criteria for ADHD enrolled in the study at 47 sites across the country. The four-week, double-blinded study compared different dosages of the timed-release medication. Participants received weekly evaluations from their physicians, and both parents and teachers completed weekly evaluations of the children's behavior at home and at school.

Based on the results of the evaluations, even a 10 mg dose of the timed-release medication produced significant behavioral improvements versus placebo throughout the day and into the evening. Higher dosages produced greater improvement, with a 30 mg dosage producing the best evaluations from both teachers and parents. No major adverse side effects were reported.

"Long-acting stimulants are beneficial for children with ADHD, who otherwise have to go to the nurse's office during the school day to receive their medication. And timed-release dosage avoids having frequent peaks and valleys of medication levels, giving the patient a more stable therapeutic environment," says Biederman. "This medication gives us another treatment opportunity for those who cannot tolerate other stimulant drugs."

— Construction progress

(Continued from Page 1)

creating a solid foundation for the work that will take place above and below the plaza deck.

After the slab has cured, excavation work will begin, as workers tunnel below ground to build the garage. Excavated material will be taken out through two giant holes in the plaza deck. Removing dirt through these confined openings will help limit the amount of dust generated. Trucks will then carry away the spoils, driving through special wheel washers before exiting the construction site.

Meanwhile, demolition of three hospital-owned buildings on Cambridge Street will take place in the next six weeks. Removal of these buildings will allow for the installation of utility lines and the creation of a new driveway to provide direct access to the Yawkey Center and the entrance to the underground garage.

In September, the steel framing that will form the skeleton of the building will begin to rise from the plaza deck. As the steel grows higher and higher, concrete slabs will be poured, dividing the building into 10 stories that will be dedicated to clinical care and one penthouse that will house the mechanical systems for the entire facility. The steel beam that will top off the building is expected to be put in place in early spring 2003.

Once the steel frame is finished, the building's facade, or skin, will fully enclose the structure. Enclosing the building will allow the multifaceted interior work to begin in a controlled environment. Then hundreds of workers will practice their specific crafts, creating a facility that will enable patients and families to receive the highest quality care in a comfortable setting designed and constructed specifically for ambulatory care services. ●

Cambridge/Blossom Street Working Group: Building a bridge of progress

In an effort to build a bridge of communication between the MGH and the surrounding community during the construction of the new Yawkey Center *(see article on Page 1),* the MGH has created a working group to focus on bringing neighboring communities the latest and most up-to-date information about the progress of ongoing construction projects.

The Cambridge/Blossom Street Working Group is addressing issues of mutual interest to the MGH and to the Beacon Hill and West End communities, including traffic and development concerns. The group, which currently consists of 32 members, meets regularly and includes representation from the Beacon Hill Association, Beacon Hill Civic Association, West End Civic Association, Hawthorne Place and the Boston Transportation Department.

The areas of interest that are being discussed include the MGH Senior HealthWISE program, traffic and circulation improvements, street widening, traffic signage, MGH shuttle bus operations, West End pedestrian circulation and alternative access routes to and from the hospital.

The committee also is addressing issues such as the Blossom Street landscape plan, the MGH institutional master plan, and the future of both the North Anderson Street park and the site where Buzzy's Roast Beef restaurant was located.

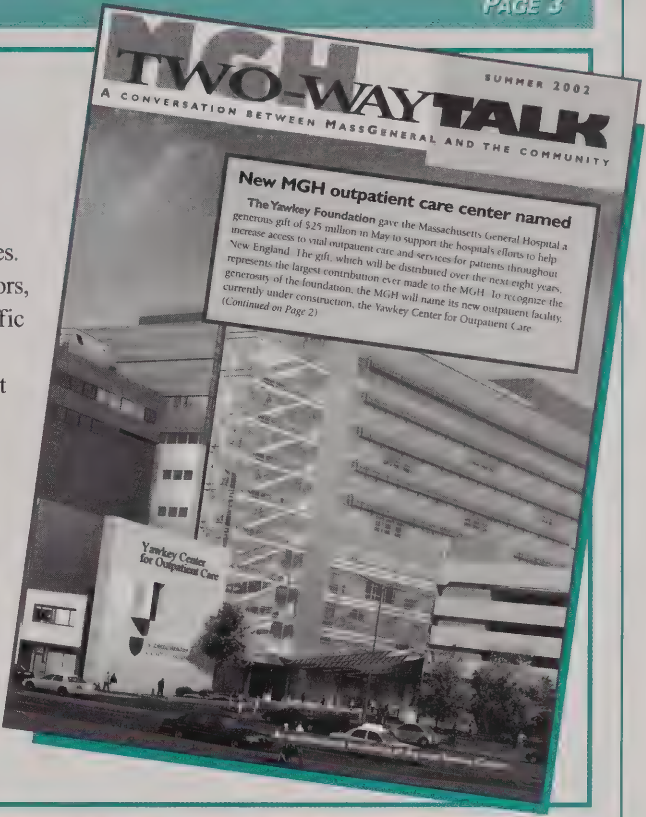
MGH newsletter "talks" to community

The latest issue of the community-focused publication, *Two-Way Talk,* now is available to MGH employees and members of neighboring communities.

Developed to help strengthen the vital bond between the MGH and its neighbors, *Two-Way Talk* informs readers about important concerns — such as ongoing traffic issues, construction updates, and information about MGH sponsored programs and services. The newsletter, which debuted last winter, is distributed as an insert in the *Beacon Hill Times* and is available at the hospital and throughout the surrounding community.

Topics in the current issue include an update about the construction progress of the new Yawkey Center for Outpatient Care, information about the launch of the new MGH Senior HealthWISE program, and a question-and-answer section that addresses questions raised by readers.

For more information or to submit a question to *Two-Way Talk,* leave voice mail at (617) 726-0450 or send e-mail to *twowaytalk@partners.org.*



MGH TWO-WAY TALK

SUMMER 2002

A CONVERSATION BETWEEN MASSGENERAL AND THE COMMUNITY

New MGH outpatient care center named

The Yawkey Foundation gave the Massachusetts General Hospital a generous gift of $25 million in May to support the hospitals efforts to help increase access to vital outpatient care and services for patients throughout New England. The gift, which will be distributed over the next eight years, represents the largest contribution ever made to the MGH. To recognize the generosity of the foundation, the MGH will name its new outpatient facility, currently under construction, the Yawkey Center for Outpatient Care

(Continued on Page 2)

Maintaining business relationships: MGH establishes new vendor policy

Along with the many patients, family members, visitors and employees who traverse the MGH corridors every day are up to 400 vendors who visit various departments and units. From medical equipment to cleaning supplies salespeople, these vendors represent a myriad of products and services that are necessary to operate an institution the size of the MGH.

According to Ed Raeke, director of MGH Materials Management, a committee was formed last year to develop a policy to help regulate vendors' visitations to the hospital. "This policy was developed to give vendors and departments guidance on appropriate vendor access to the MGH," he says. "With so many vendors on campus, there is the potential for distractions in patient care areas or accidental access to confidential information. While no policy can address all potential situations, this policy gives departments and vendors a framework for managing current and future business relationships."

In the new policy, all vendors are required to wear a company identification badge. If they do not have one, they will be issued a temporary badge by the Materials Management Office.

All vendors are required to have a scheduled appointment with an MGH employee or staff member prior to entering the hospital, and they must adhere to the hospital's patient confidentiality policy. As for anyone who visits the hospital for reasons other than patient care, vendors cannot park in the MGH garages. This allows parking spaces to be used by patients and families.

The new vendor policy is being mailed to all existing vendors and will be given to future vendors as needed. The policy also is available on the MGH website at *http://healthcare. partners.org/mgh/ policies/default.htm.* Copies can be obtained from the Materials Management Office, Gray Basement Room 010. For more information, call (617) 726-3686.

> "THIS POLICY WAS DEVELOPED TO GIVE VENDORS AND DEPARTMENTS GUIDANCE ON APPROPRIATE VENDOR ACCESS TO THE MGH."
> — ED RAEKE, DIRECTOR OF MATERIALS MANAGEMENT

WHAT'S HAPPENING

Science fair mentors needed

The MGH/Timilty Partnership is recruiting MGHers to participate in the science fair mentoring program. The program will run at the MGH on alternating Fridays from October through January with students from the James P. Timilty Middle School in Roxbury. No science background is necessary. For more information about how to participate and become a mentor, call the MGH/Timilty Partnership at (617) 724-3210 or send e-mail to *Timilty@partners.org.*

PCS award nominations

Nominations now are being accepted for the Anthony Kirvilaitis Jr. Partnership in Caring Award. The award recognizes Patient Care Services (PCS) staff in nonclinical roles who exemplify the values of reliability, responsiveness, creativity and flexibility. Any MGH nonclinician who is part of the PCS staff — operations associates, operating room assistants and patient care coordinators — may be nominated by colleagues. All nominations must be received by Aug. 23. Awardees each will receive $1,500 and will be acknowledged at a ceremony and reception. For more information, contact Nancy DeCoste at (617) 724-8610.

HOPES seminars

The MGH HOPES (Helping our Patients and Families through Education and Support) program will offer several classes and seminars this month. Diane Doyle, RN, an oncology nurse practitioner, will hold a class on breast cancer and its effect on body image and intimacy Aug. 19, from noon to 1 pm. Paula Rauch, MD, child psychiatrist, will offer "Parenting with Cancer," Aug. 13, from 11 am to noon. Robin Delaney, RN, and J.C. Thakral, RTT, will offer "Introduction to Radiation Therapy," Aug. 14, from noon to 1 pm. All events will be held in the Cancer Resource Room on Cox 1. Seminars and drop-in support groups are free. No prior registration is required. Creative Expressions/Poetry Workshops and drop-in yoga classes will resume in September. For more information, call the Cancer Resource Room at (617) 724-1822 or the HOPES program at (617) 72-HOPES.

Annual amateur photo contest

The MGH Photography Department encourages all MGH and Partners-affiliated employees to submit photos for the fifth annual amateur photo contest. Contestants may submit up to two photographs each, which should not be matted, mounted or framed. Photos should measure no larger than 8 by 10 inches. Prizes will be awarded. Entry forms are available in the Photography Department. All entries must be submitted with completed entry form by Sept. 13. All submissions will be displayed. Winners will be announced Sept. 26 at the Police, Outside Services, Parking and Photography Fair under the Bulfinch Tent.

Confidentiality table

Information about patient confidentiality will be on display in the Main Corridor Aug. 13 and 15, from 10 am to 2 pm. For more information about the display, call Eileen Bryan at (617) 726-6360.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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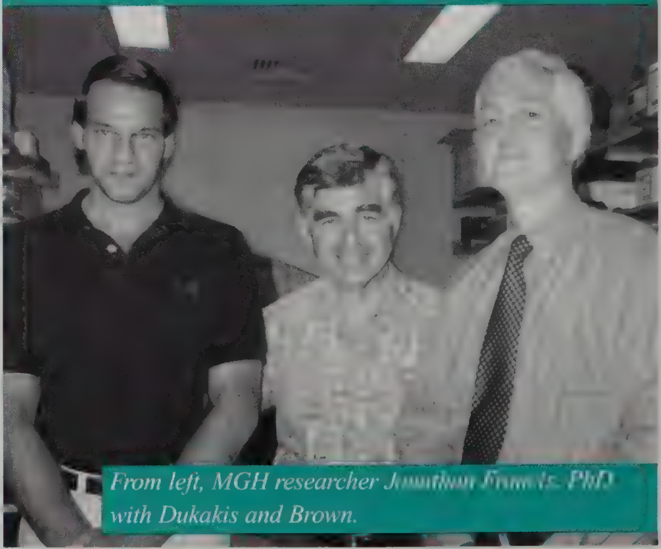
Former governor visits MGH research lab

Former Massachusetts Governor Michael Dukakis has always had an interest in health-related matters, from working on health care issues while in office to teaching health policy to college students. So it was no surprise to Robert Brown, Jr., MD, director of the MGH Day Neuromuscular Lab, when Dukakis eagerly accepted an invitation to visit his MGH lab, which focuses on research into amyotrophic lateral sclerosis, or ALS (Lou Gehrig's disease). Dukakis met with Brown and his research staff Aug. 2, asked many questions about ALS and toured the labs located at CNY Building 114.



From left, MGH researcher Jonathan Francis, PhD with Dukakis and Brown.

August 16, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Pizza, pancakes and a pint: Employee blood donors celebrated

The MGH Blood Donor Center is gearing up for the kickoff of MGH Employee Appreciation Weeks, Aug. 19 through Sept. 6. The three-week long series of events is an opportunity for the Blood Donor Center to thank MGH employees for their ongoing dedication to the blood donation program. Employee donors are especially needed during summer months when blood supplies are at their lowest.

Many activities are planned, including a pancake breakfast Aug. 19 and a pizza party Sept. 4 and 5. The Blood Donor Center will host a blood donor carnival Aug. 26 during which all donors can indulge in treats such as cotton candy and snow cones. Other "appreciation" activities throughout the weeks include free massages, a coupon giveaway for a free pint of Ben & Jerry's ice cream, and a raffle for free movie passes or a team autographed New England Revolution T-shirt. In addition, an ice cream sundae bar will be available for all CNY employee donors when the Blood Donor Center's bloodmobile visits Sept. 25.

In past years, the MGH has joined with BWH in a friendly challenge to achieve the most blood donations. Although the two hospitals are foregoing the formal challenge this year, Kate Grealy of the MGH Blood

(Continued on Page 2)

Bridget McDonagh of MGH Administration, a frequent blood donor

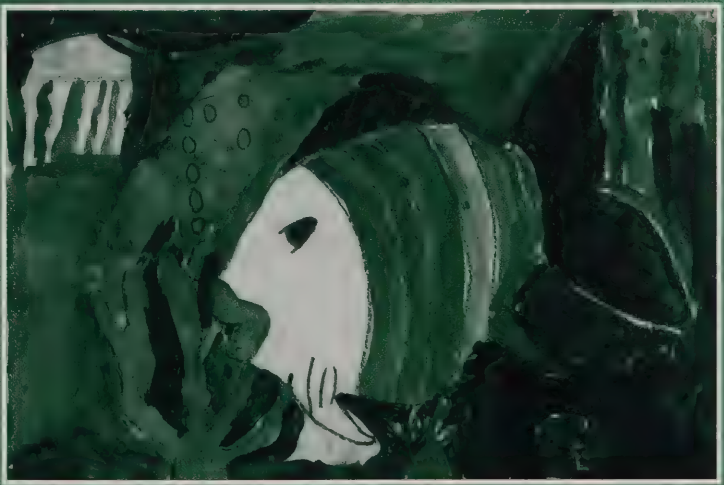
MGH offers help and hope to children with epilepsy

About 2 million children in the United States suffer from epilepsy, making it the most common neurological problem for children under the age of 18. Epilepsy, which often begins in childhood, is characterized by chronic and repeated seizures. It can have varying levels of severity, leaving some patients with debilitating handicaps.

Now a comprehensive program at the MGH that combines the pediatric expertise of MassGeneral Hospital for Children and the world-renowned services of MGH Neurology offers children with epilepsy a source of help and hope.

According to Elizabeth Thiele, MD, PhD, director of the MassGeneral Hospital for Children's

(Continued on Page 2)



Artwork by MGH epilepsy patient Kelly Jacobs

Timilty students show their summer stuff

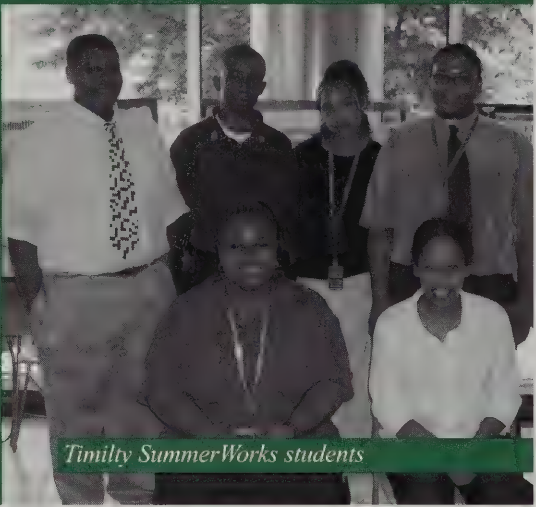
Students from the James P. Timilty Middle School had the opportunity to strut their stuff Aug. 8 when they took part in the MGH/Timilty Partnership SummerWorks Showcase. The showcase highlighted the skills and lessons Timilty students learned during a seven-week summer internship program at the hospital.

SummerWorks is a career exploration and summer employment program that offers graduating Timilty students paid part-time summer internships at the MGH. This summer the MGH hired seven students who worked in departments ranging from the Photo Lab to Human Resources to Police and Security.

The importance of the program was not taken lightly by supervisors or students. Work responsibilities resembled those required of other MGH employees. After a rigorous application and selection process, the chosen students worked Monday through Friday, from 8:30 am to 2:30 pm. They also had to follow a strict dress code and maintain a high level of professionalism at all times.

"This showcase is a culmination of everything the students learned during their seven weeks at the hospital," says Wanda Velasquez, manager of the SummerWorks program. "But it also is an opportunity to showcase the departments that made the effort to help these kids."

For more information about the SummerWorks program or to learn how to become a MGH/Timilty Partnership Science Fair mentor this fall, call (617) 724-3210 or send e-mail to *timilty@partners.org*.



Timilty SummerWorks students

— *Blood Donor Center*

(Continued from Page 1)

Donor Center hopes the MGH can rise to the challenge of meeting or exceeding the number of donations from past challenges. "Our employees are the most supportive group to our blood donor program here at the hospital," says Grealy. "We hope they will show us once again how committed they are to ensuring all of the patients who need blood will get it." In 2000, the Blood Donor Center received 387 blood donations from employees during the three-week period. The center was well on its way to exceeding that number last year when the challenge came to an abrupt halt because of the events of Sept. 11.

MGHers are encouraged to make an appointment to donate during the Appreciation Weeks, a time when many regular donors will be on vacation and the Massachusetts blood supply will be at a critically low level. All employees who give blood during this time will receive a special T-shirt.

For more information about the events or to schedule an appointment, call (617) 726-8177. ●

— *MGH offers help and hope to children with epilepsy*

(Continued from Page 1)

Pediatric Epilepsy Program, many children can lead normal lives with proper treatment. "We've seen some patients who can have as many as 100 seizures a day, making it difficult for them to participate in school activities," says Thiele. "With a comprehensive diagnostic and treatment program like this, we can help patients through all phases of the illness."

Thiele, who came to the MGH from Children's Hospital in Boston, says that there are a variety of treatments for epilepsy — such as combinations of medications, surgery and even a specialized diet and nutrition program. Because epilepsy has various causes and just as many treatment options, the MGH program offers a multidisciplinary approach to caring for young patients with the illness. "I have found that the hospital is very supportive of this comprehensive effort," says Thiele. "Everyone involved with the program is interested in every aspect of a patient's care — from surgery consults to providing specially prepared lunch boxes."

A prime example of a comprehensive approach to care for this patient population is a special project that Thiele developed to help boost the self-esteem of patients with epilepsy. Along with friends and families of patients, Thiele established an artwork project to showcase the collages, drawings and watercolor paintings created by the young patients. Called "Expressions of Courage — Understanding Epilepsy through the Art of Children," the project made its debut in May at the Boston Center for the Arts. Plans are under way to exhibit the artwork at other locations, including the Pembroke Library and the Boston chapter of the Epilepsy Foundation.

"Kids with epilepsy are often misunderstood," says Thiele. "There is a stigma attached to children with this illness that they can't do the same activities that other kids can. That's not always the case, and this art project proves that. Being involved with the project has been a wonderful experience for the children and their families."

For more information about the epilepsy program or the Expressions of Courage art project, call Christina Anagnos at (617) 726-6540. ●

Neurology hosts Parkinson's disease investigators

Partners and MGH Neurology recently hosted the annual meeting for the Morris K. Udall Centers of Excellence for Parkinson's Disease Research. Anne B.Young, MD, PhD, chief of MGH Neurology and director of the MGH Center for Aging, Genetics and Neurodegeneration, gave opening remarks for the three-day annual meeting, which brought together 125 investigators from around the country to discuss the latest developments in Parkinson's disease research. There are 11 Udall centers located throughout the United States — including one combined center at the MGH/MIT, one at McLean, and one at BWH. The centers are funded by the National Institutes of Health to focus on research to improve the diagnosis and treatment of patients with Parkinson's disease and related neurodegenerative disorders. The annual meeting featured a poster session, reception, dinner and a lecture by Nobel Prize winner Paul Greengard, PhD, from Rockefeller University, New York. ●

Young, left, with guest lecturer Greengard

Building a center of healing — inside and out

For months now as onlookers pass by the site of the former Charles Street Jail, they have seen the steel beams, mounds of debris and slabs of concrete that will be transformed into the new Yawkey Center for Outpatient Care when it is completed in 2004. What most people don't see is the behind-the-scenes planning for what the interior of the center will become.

A team of two architecture firms, Perkins & Will and Steffian Bradley, have been working diligently with hospital administration and clinical and support staff to plan for the space layout, interior design and overall "look" of the center. While these teams have the experience to develop plans that will be efficient and aesthetically pleasing, they also have sought the input of an important component of the new center — the patients who will be cared for there. The goal is to incorporate the patients' needs into the design of the physical space for all outpatient areas.

One example of this kind of input took place in January when several designers from Perkins & Will were invited to meet with the MGH Cancer Center's Patient and Family Advisory Council and listen to concerns regarding the Cancer Center portion of the new Yawkey Center. The advisory group, which was formed last year, serves as a voice for Cancer Center patients and families on a variety of programs and projects for the center.

"Cancer patients spend a lot of time here, often with weekly visits," says Ellen Fitzgerald, RN, MSN, a staff specialist for the MGH Cancer Center. "The hospital is a big part of their lives. This discussion with the architects was a good opportunity for patients and families to give their input into the construction project. They want a comfortable and caring environment that is respectful of their time and provides continuity in their care."

Topics of discussion included color schemes that promote relaxation; use of natural light from windows; patient privacy using partitions rather than curtain dividers; types of seating in waiting rooms; phone and computer access for patients and family members; and patient flow from exam rooms.

According to Carolyn BaRoss of Perkins & Will, the meeting with the council was very useful to the architects. "The discussion validated many of the communications we had heard from the Cancer Center's staff," she says. "It also was very moving to hear first-hand their experiences, which we will consider as we develop the design."

Sonya Dufner, also of Perkins & Will, says that a major point made by the council was the need for choice. "The patients and families would like a variety of options, so they can make decisions depending on what they feel like on a given day," she says. "For example, patients in the infusion unit may want to socialize with other patients, so they may want to be in an open area. Or they may want their privacy, so the option to slide a glass door closed would be important."

The architects currently are in the concept and design stage and plan to revisit the council when they have developed revised plans.

This kind of collaboration between the architects and the council reminds those involved in the construction of the new Yawkey Center of the importance of this new facility. "Patients often tell us that they come to the MGH for its excellence in patient care, but their surroundings are just as important to them," says Fitzgerald. "They want a place that is friendly to patients and families and offers a calm, soothing and healing environment."

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WHAT'S HAPPENING

HOPES seminars

The MGH HOPES (Helping our Patients and Families through Education and Support) program will offer several classes and seminars this month. Michael McElhinny, an oncology chaplain, will offer "Fear of Death: Spiritual Resources," Aug. 26, from noon to 1 pm. Paula Rauch, MD, a child psychiatrist, will hold a class on the impact of parenting with cancer Aug. 27, from 11 am to noon. Kate Binda, LICSW, an oncology social worker, will offer a seminar on some simple steps to reduce stress Aug. 21, from noon to 1 pm. "Chemotherapy 101: What you should know," will be held Aug. 23 and 29, from noon to 1 pm. All events will be held in the Cancer Resource Room on Cox 1. Seminars and drop-in support groups are free. No prior registration is required. Creative Expressions/Poetry Workshops and drop-in yoga classes will resume in September. For more information, call the Cancer Resource Room at (617) 724-1822 or the HOPES program at (617) 72-HOPES.

Clinical Pastoral Education Program fellowship

Through funding from the Kenneth B. Schwartz Center and the MGH Department of Nursing, fellowships now are available for the winter 2002 MGH Clinical Pastoral Education Program. The program is open to individuals from any discipline who work directly with patients and/or families in a health care setting and who wish to integrate spiritual caregiving skills into their professional practice. Four Kenneth B. Schwartz Fellowships will be awarded to caregivers who have a minimum of two years of nursing experience. The program is part time and will run from Jan. 7 through May 17, 2003. Sessions will be held every Monday — excluding Jan. 21 and April 1 — from 9 am to 5 pm. Additional hours will be negotiated for the clinical component. All applications are due by Sept. 1. For more information or to receive an application, contact the MGH Chaplaincy at (617) 726-2220.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Self serve: Employees now can access their own information

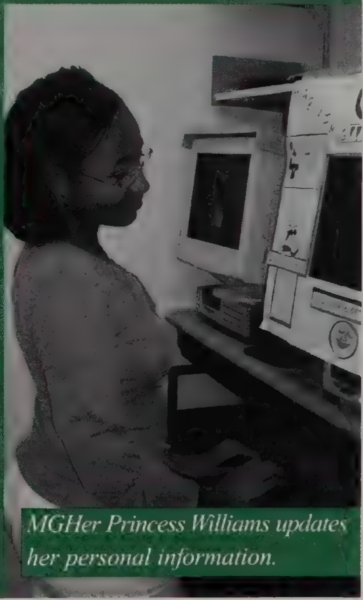
The MGH Human Resources Department would like to remind employees that their personal information is now available at their fingertips. The PeopleSoft Human Resources (HR) Employee Self Service (ESS) program has been helping employees access and change personal information since it was first introduced in June.

ESS allows employees to change their information in their HR online record. For employees who do not have access to a computer, the Clinics 1 Payroll Office has been transformed into a full-service Employee Access Center with computer terminals and technical support to help those using the program. Employees can view current and past paychecks, W-4 information, enroll in the MBTA pass program, change their home address and phone number information, update emergency contacts, list education and professional training, and change direct deposit deductions.

"Employees now have the ability to access their own personal information right from their desktops," says Martha Priest, HR services training coordinator. "This service has really taken off. We see approximately 50 employees a day in the Access Center."

Computer terminals also are available at the 75 Blossom Court and CNY 149 HR offices and the Professional Staff Benefits Office on Bulfinch 1.

Although distribution of paychecks and MBTA passes will continue at the Clinics 1 location on regular paydays beginning at 7 am, the Payroll Office now is primarily devoted to the Employee Access Center and other employee activities. Office hours are Monday through Wednesday and Friday, from 9 am to 4 pm for ESS access. For more information about the Employee Access Center, call (617) 726-6338.



MGHer Princess Williams updates her personal information.

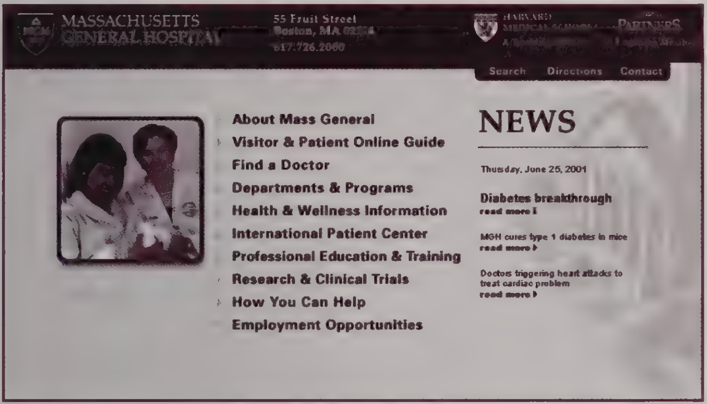
August 23, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

World-class web: Phase two of improved MGH website complete

Since the introduction of the new and improved MGH website last summer, web users have been able to access information about the hospital with ease. This June, phase two of the hospital's web redesign was completed, offering even more information and easier access to the MGH's world-class services.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NEWS

Thursday, June 25, 2001

Diabetes breakthrough
read more

MGH cures type 1 diabetes in mice
read more

Doctors triggering heart attacks to treat cardiac problem
read more

The entire web effort is under the direction of the MGH Web Strategy Committee, which was established by the hospital's Chiefs' Council.

"During the past year, we have worked with more than 200 departments to add their web pages to the MGH site," says Bernie Mendillo, Internet communications manager for the MGH/Massachusetts General Physicians Organization (MGPO) Marketing Department. "Our main goal was to help departments create pages that provide organized, accessible information. Each page has its own departmental feel but is still part of the MGH web family."

The main aspect of that "family" feel is the MGH navigation (nav) bar at the top of each page, the only requirement for each departmental site. The navbar has the department's name, MGH logo, address and phone number. It also links web users directly back to the MGH homepage, no matter where the user is on the site.

The second-phase web pages can be found by logging onto the MGH homepage *(www.massgeneral.org),* clicking on the "Departments and Programs" button and then using the alphabetical list to choose a specific department or program.

The Marketing Department's in-house design team continues to serve as a resource for departments as they create and enhance sites. "We offer our services free of charge," says Laura Hynes, director of Marketing. "We will design the pages for the department, build on what they already have or refer them to an outside web designer."

The Web Strategy Committee now begins phase three, which will focus on adding new features such as enhanced health and wellness information, video streaming, virtual tours, on-line applications and e-commerce options.

For more information, contact Mendillo at (617) 724-2854. ●

MGHers give blood, save lives and have fun

The MGH Blood Donor Center Employee Appreciation Weeks began this week with a flip of a pancake and a soothing stress-relieving massage. Donors were treated to a pancake breakfast Aug. 19, complete with sweet syrup and whipped cream. They were treated to a relaxing massage Aug. 20 by student Michelle Yau *(at right)* from the Massage Institute of New England who soothed away any post-donation stresses. The Appreciation Weeks celebration is an opportunity for the Blood Donor Center to thank MGH employees for their ongoing dedication to the blood donor program. Other activities planned during the three-week series of events include a blood donor carnival, a pizza party, prizes, raffles and much more. For more information about the events or to schedule an appointment, contact the Blood Donor Center at (617) 726-8177.

Final changes to patient privacy regulations

The U.S. Department of Health and Human Services published last week the final modifications to the Health Information Portability and Accountability Act (HIPAA), the first-ever comprehensive federal regulations that give patients sweeping protections over the privacy of their medical records and information. The recent amendments, announced Aug. 14 by the Bush administration, make important changes to the HIPAA regulations that will go into effect April 2003.

According to Eileen Bryan, MGH project manager for HIPAA, the final regulations strike an important balance between patients' right to privacy and caregivers' ability to provide quality health care. "The final regulations provide patients a strong foundation of federal protections for their personal medical information while allowing them to share information with their doctors, hospitals and others who provide their care without any new bureaucratic barriers to receiving quality care," says Bryan.

The most important change to the final regulations is the elimination of a written patient consent to allow clinicians to use protected health information for treatment, payment or health care operations. "Requiring a written consent would have prevented anyone who did not sign the consent from obtaining treatment," says Bryan. "In place of a written consent, the regulation now requires only that health care providers obtain a written acknowledgement of receipt of the patient's notice of privacy practices. The MGH HIPAA Advisory Council believes that this modification was very important in making sure we weren't creating greater hardships or bureaucracy for our patients as they seek prompt, high-quality health care."

For more information about the final HIPAA regulations, MGHers can visit the U.S. Health and Human Services website at *www.hhs.gov/ocr/hipaa.* For more information about the MGH patient privacy policies, call Bryan at (617) 726-6360. ●

Grateful patient praises MGH staff

Below is a thank-you letter sent to James J. Mongan, MD, president of the MGH, from a family member of a patient who received care here.

Dear Dr. Mongan:

I am writing to bring to your attention the high standard of excellence that exists on Phillips House, floor 22 (Ellison 22).

A member of our family was admitted to Phillips 22 on Sept. 11, 2001 and again on June 11, 2002. During our first visit, we were impressed with the excellence of the staff and asked to return if possible. Ten months later, we noticed that even higher standards had been achieved — obviously through hard work on the part of the entire staff.

The most important element present was the teamwork we witnessed. There is respect that translates into a genuine, consistent effort by all to help each other. Caring and competency are the results.

Specifically, we noticed a sense of urgency that brings immediate help when requested by patients. The physical therapy service is delivered in a most timely and excellent manner. We also noticed great improvement in the quality of the food, and also it is delivered in an improved time frame.

We are reluctant to specify names, as we know we are omitting many great people, but we thought that Donna Jenkins, RN, was doing an outstanding job as floor supervisor. The fabulous nurses that we knew were Patty Ryan, RN; Nancy Mermet, RN; Linda Ryan, RN; Musu Wahkor, RN; and Shauna Coccoli, RN.

We appreciate so very much the enormous help that all Phillips Floor 22 staff gave to us during the long surgical procedure.

Sincerely,

Judy A. Paige and
Francis U. Paige
Marblehead, MA

Hand hygiene message: "Did you use CalStat?"

As part of the MGH Hand Hygiene Program, posters have been distributed throughout the hospital this week to remind MGHers to practice good hand hygiene both before and after patient contact. By using CalStat — the waterless hand disinfectant available on all inpatient units, outpatient practices and health centers — employees and staff can reduce the risk of spreading infections.

Studies have shown that hand disinfectant gels, such as CalStat, are more effective than soap and water in removing bacteria from hands. A small amount of CalStat works immediately by killing germs on contact. Use of these waterless gels also results in improved compliance with hand hygiene practice.

A new version of the CalStat product was introduced hospitalwide in July. The new product doesn't contain perfumes or dyes.

The new hand hygiene poster is the first of a series that will be distributed regularly to remind MGHers about the importance of proper hand hygiene.

For more information about the Hand Hygiene Program, call the Infection Control Unit at (617) 726-2036. ●

Did you use
CalStat?
THE MGH HAND HYGIENE PROGRAM

Ask questions, get answers at the Partners town meeting

Samuel O. Thier, MD, current president and chief executive officer of Partners HealthCare, will discuss a variety of topics related to Partners at a town meeting Sept. 23, from 10 to 11 am, in the O'Keeffe Auditorium. James J. Mongan, MD, president of the MGH, also will be on hand to answer questions. Mongan will be the incoming president and chief executive officer of Partners when Thier steps down Dec. 31.

Questions may be posed at the town meeting or submitted in advance through in-house mail using the coupon *(at right)*. Submit questions by Sept. 18 to the MGH Public Affairs Office, 100 Charles River Plaza, sixth floor or by fax to (617) 726-7475 or by e-mail to *Hotline@partners.org*.

Question #1 ______________________________

Question #2 ______________________________

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WHAT'S HAPPENING

Spanish for Health Care class registration

Registration begins Aug. 26 for "Spanish for Health Care," a class sponsored by MGH Human Resources and Partners Corporate Training. Classes begin the week of Sept. 30. Four levels of Spanish are offered, including a beginners class for those who have never studied the language, as well as more advanced levels. The cost of the 10-week course is $50 and must be paid at time of registration. Registration is at 185 Charles River Plaza, second floor. For more information or to register, call (617) 726-2230 or send e-mail to *training@partners.org.*

Hormone replacement therapy symposium

The MGH Vincent Memorial Hospital Trustees and the MGH Cancer Center are sponsoring a symposium discussing the new developments in hormone replacement therapy (HRT) Sept. 4 at 5:30 pm under the Bulfinch Tent. Seating is limited, and advanced registration is required. To RSVP, call (617) 726-2632. For more information about the symposium or additional information about HRT, visit *www.massgeneral.org/HRT/HRT_home.htm.*

Sept. 11 memorial service

A memorial service will be held Sept. 11, from 11:30 am to noon in the O'Keeffe Auditorium to recognize the one-year anniversary of the Sept. 11 terrorist attacks. Patients, families and staff are invited to attend the service, which will include participants from a variety of religious traditions. For more information, contact the MGH Chaplaincy at (617) 726-2220.

Ethics forum

An ethics forum entitled "Four Points to None: Current Ethical Considerations in the Use of Restraints," will be held Sept. 13, from noon to 1 pm in the Sweet Conference Room on Bigelow 4, room 432. The forum will be moderated by Alexandra F.M. Cist, MD, from the Ethics Task Force. Beverages and dessert will be served. For more information, send e-mail to *acist@partners.org.*

Senior HealthWISE seminar

The MGH Senior Supper Club HealthWISE seminar series will offer an educational seminar "Keeping Your Heart Healthy in 2002" Aug. 26, from 4 to 5 pm in the O'Keeffe Auditorium. The seminar will be presented by Dorothy Noyes, NP, of the MGH Nursing Department. Admission is free. For more information, call (617) 724-6756.

Bowling league recruiting new members

The Partners HealthCare Candlepin Bowling League will begin the 2002/2003 season Sept. 5 at Ryan's Family Amusements near Fenway Park. New members from the MGH are welcome. The bowling league meets every Thursday from 5:15 to 8 pm. For more information about the bowling league, contact Ira Keltz at (617) 724-1832 or Lenny Givens at (617) 724-9930.

MGPO quarterly meeting

The Massachusetts General Physicians Organization (MGPO) will hold its quarterly meeting Sept. 5, from 5 to 6:30 pm in the O'Keeffe Auditorium. Tom Reilly, Massachusetts attorney general, will be the guest speaker. Refreshments will be served. For more information, call the MGPO at (617) 724-9080.

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MGH Hotline is published weekly by the
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(617) 726-2206

Hotline publication schedule

Next week's issue of the *MGH Hotline* will not be published. *Hotline's* regular schedule will resume Sept. 6. To submit story ideas to *Hotline*, call (617) 726-2206, fax to (617) 726-7475 or send e-mail to *Hotline@partners.org.*

In memoriam

William C. Quinby, Jr., MD, a general, pediatric and burn surgeon at the MGH for half a century, died Aug. 15. He was 88.

He served on the MGH surgical staff from 1946 to 1966 and was a founding surgeon of the MGH Burn Unit until his retirement. He was a leader in the development of the surgical treatment of severe burns. Quinby also served as assistant chief of staff at Shriners Burns Hospital from 1969 to 1985. For more than 35 years, he served as associate clinical professor of Surgery at Harvard Medical School.

A memorial service will be held at Milton Academy's Apthorp Chapel Sept. 7.

September 6, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Remembering the unforgettable: The Sept. 11 anniversary

Most people remember where they were on that fateful day — Sept. 11, 2001 — one of the most tragic events in the history of this nation. No one could have envisioned that terrorists would attack the United States on its own soil. The world seemed to change forever.

As the anniversary draws near, many people are struggling with what they will be doing that day to acknowledge that life-changing event.

To give members of the MGH community a place to come together to remember those who died last year, the MGH Chaplaincy will be hosting a memorial service Sept. 11 at 11:30 am in the O'Keeffe Auditorium. It will be broadcast to patient rooms on MGH television (Channel 16) and teleconferenced to the Haber Conference Room, located across from the O'Keeffe. The service also will be teleconferenced to the MGH Charlestown, Chelsea, Revere and North End health centers. In addition, twoseparate services will be offered to employees at CNY — one at 8:30 am on the back lawn of One Constitution Center and the other at 10 am in the atrium of Building 149.

Planning for such an occasion started several months ago by a Chaplaincy committee made up of Michael McElhinny, chaplain for the Cancer Center; Rev. Linda Knight, interfaith chaplain; Sheila Crowell, administrative coordinator for Chaplaincy; along with Rev. Mary Martha Thiel, director of the MGH Chaplaincy.

"We wanted to create an environment in which people of all religions and spiritualities or of no particular religion could come together to reflect on what

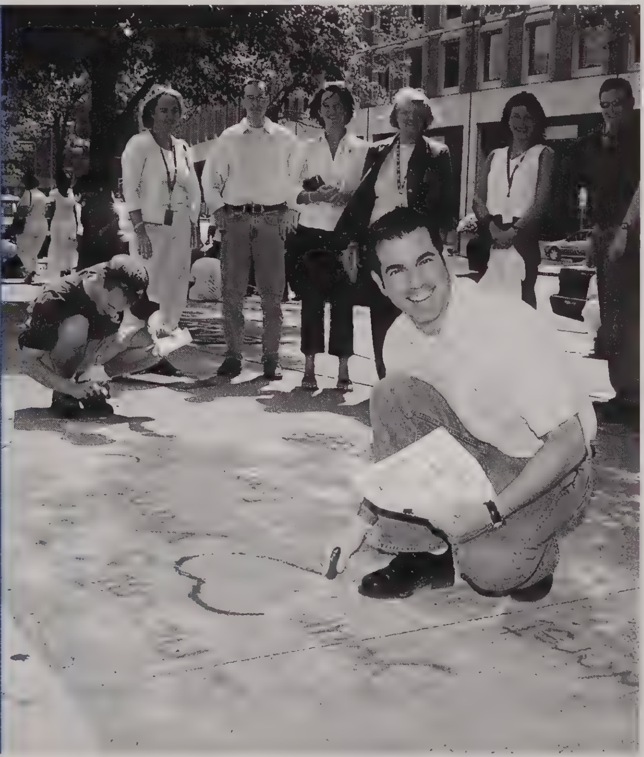
(Continued on Page 2)

MGHers chalk one up for the arts

The MGH is comprised of many talented and creative people, and MGHers had the opportunity to express those talents Aug. 22 when they were invited to create an original masterpiece during the Boston "Chalk One Up for the Arts" Festival at Government Center.

MGH Employee Activities, through MGH Human Resources, reserved 10 sidewalk squares for employees to help create a citywide sidewalk art show alongside well-known Boston artist Sidewalk Sam. Pictured at right, Frank Soldo from MGH Development shows off his department's creative achievement while his co-workers offer support.

Employees from the following departments and services participated in the festival: Bulfinch Temporary Service, Community Benefits, Development, Health Information Services, Human Resources, MassGeneral Hospital for Children, Medical Interpreter Services, Radiology Educational Media Services and the Volunteer Department.



Cruising for a cause

Members of Friends Fighting Breast Cancer shared some summer fun while raising money for MGH research at their second annual Boston Harbor Friendship Cruise. Guests enjoyed a buffet dinner, dancing and views of Boston Harbor during the fun-filled cruise that raised $9,000 to support genetic research being conducted by the MGH Center for Cancer Risk Analysis. The money will be included in the group's annual donation to the MGH at the end of the year. Nearly $300,000 has been donated to the MGH by the group during the past six years.

Friends Fighting Breast Cancer is an all-volunteer, nonprofit organization founded by Janet Connolly O'Neill and Fran Gilardi. Since this event took place, O'Neill lost her battle with breast cancer and died Aug. 20.

From left, Katie O'Neill, Theresa Gritti, Janet Connolly O'Neill, Maureen Doherty and Julie Connolly O'Neill.

— Remembering Sept. 11

(Continued from Page 1)

happened," says McElhinny. "People may be experiencing many feelings — loss, anger, vulnerability, a new-found appreciation for life and family or a deep desire for hope and peace. All of these feelings need to be honored and respected."

The service will include chaplains from many faiths and traditions sharing readings of poetry and prose. Reflective music also will be played during the service. A banner will be displayed, depicting various cultural messages of peace. Bookmarks imprinted with a message of peace and remembrance will be given to all participants provided as a courtesy of Partners HealthCare administration. The Employee Assistance Program will have information tables set up near the O'Keeffe Auditorium with literature about coping with loss and handling stress.

"We want to keep the service quiet and reflective," says Knight. "In planning such an important anniversary event, we felt that simplicity was best."

McElhinny adds: "Working in the Chaplaincy Department, we are well aware of the significance of the first anniversary of any kind of loss. During the last few weeks many people have been talking about those tragic events and the upcoming anniversary. We hope that this service will be a way for people to get in touch with the strength that comes from the company of friends and colleagues here in the MGH community."

For more information about the Sept. 11 anniversary service at the MGH, call the Chaplaincy Department at (617) 726-2220. ●

Healthy hearts, longer lives

Keeping a healthy heart was the topic of discussion at the fourth MGH Senior Supper HealthWISE educational seminar held Aug. 26 in the hospital's East Garden Dining Room. Dorothy (Dottie) Noyes, NP, of MGH Cardiology, spoke to a group of neighborhood seniors about the importance of maintaining their cardiac health. A lively question-and-answer session followed the presentation. The seminar is one of many scheduled throughout the fall to offer information about a variety of topics from injury prevention tips to managing blood pressure.

The seminars are a part of the MGH Senior HealthWISE (wellness, involvement, support and education) program that was launched this summer to provide important resources for seniors living in neighborhoods near the hospital's main campus. The next seminar will be held Sept. 23, from 4 to 5 pm, in the East Garden Dining Room. The program, "What's up Doc?" will feature a presentation by Jim Hayes of Match-up Interfaith Volunteers. For more information about MGH Senior HealthWISE, call (617) 724-6756. ●

Noyes, far left, offers important information to seniors.

A season of learning: MGH recognizes summer youth employees

For more than 10 years, the MGH has provided Boston youth with part-time summer employment at the hospital. On Aug. 28, the MGH recognized the accomplishments of these summer employees and their supervisors with a special luncheon under the Bulfinch Tent.

"The barbecue was a celebration to acknowledge both the MGH supervisors for their commitment to Boston youth and the 130 Boston youth employees for their immeasurable contributions to the MGH community," says Galia Kagan, program manager of MGH Community Benefits.

The hospital works with several community based organizations to recruit Boston youth for the hospital's summer youth employment program. The MGH Summer Jobs Program is comprised of three different youth employee programs. The Jobs for Youth program is managed by MGH Community Benefits and funded through the Bulfinch Temporary Service. The eight-week curriculum offers students meaningful part-time employment and exposure to various MGH departments and the myriad of health care careers available.

The MGH/Timilty Partnership SummerWorks program is a structured career exploration and summer employment program that offers graduating students from the Timilty Middle School part-time employment. The seven-week program combines interactive workshops and discussions to introduce students to career opportunities and instill positive work habits. Students complete a formal application process to the program. In the past, students have been placed at sites that represent the diverse nature of the hospital, including the Office of the President, Police and Security, Human Resources and Information and Ambassador Services.

The MGH/East Boston High School (EBHS) ProTech program has been employing interns for 11 years. ProTech is a multi-year, school-to-career program for juniors and seniors enrolled in the Health and Human Services pathway at EBHS. Following a competitive application process, ProTech interns are accepted in the fall of their junior year and continue their internship through August of their senior year. The program combines classroom instruction, work-site rotation and a 19-month paid internship to introduce ProTech interns to a diverse range of career opportunities.

For more information about the MGH Summer Jobs Program, contact Kagan at (617) 724-8326. ●

MGH supervisor, Brenda Miller, RN, speaks at the luncheon.

Ask questions, get answers at the Partners town meeting

Samuel O. Thier, MD, current president and chief executive officer of Partners HealthCare, will discuss a variety of topics related to Partners at a town meeting Sept. 23, from 10 to 11 am, in the O'Keeffe Auditorium. James J. Mongan, MD, president of the MGH, also will be on hand to answer questions. Mongan will become president and chief executive officer of Partners when Thier steps down Dec. 31.

Questions may be posed at the town meeting or submitted in advance through in-house mail using the coupon at right. Submit questions by Sept. 18 to the MGH Public Affairs Office, 100 Charles River Plaza, sixth floor, by fax to (617) 726-7475 or by e-mail to *Hotline@partners.org*.

Question #1 ______________________________

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Question #2 ______________________________

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WHAT'S HAPPENING

Sept. 11 memorial service
A memorial service will be held Sept. 11, from 11:30 am to noon in the O'Keeffe Auditorium to recognize the one-year anniversary of the tragic terrorist attacks. Patients, families and employees are invited to attend the service, which will include participants from a variety of religious traditions. For more information, contact the MGH Chaplaincy at (617) 726-2220.

Recruitment seminar
The Clinical Research Program will offer a seminar that will discuss subject recruitment tips and techniques. The program will be presented by Marsha Tennis, RN, of the MGH Neurology Department, Sept. 11, from 11:45 am to 1 pm in the Wellman 101 Conference Room. This lecture qualifies for 1.2 contact hours for registered nurses. Lunch will be provided. For more information or to register, call (617) 726-1669.

Depression seminar
The MGH Family Resource Center and the Mood Anxiety Disorder Institute will hold a lecture on treatments for depression, Sept. 18, from 5 to 8 pm in the O'Keeffe Auditorium. For more information, contact Stephanie McMurrich at (617) 726-7591.

Reproductive medicine workshop
The MGH Vincent Center for Reproductive Medicine and IVF will hold its second meeting of a four-part workshop "Pyschospiritual Healing of Infertility," Sept. 11, from 5:15 to 7 pm on Vincent 210. The workshop is an introduction to energy healing techniques that can activate the energetic psychospiritual possibilities underlying the infertility process. The final two workshops will be held Sept. 18 and 25. For more information or to register, call (617) 724-3500.

Treadwell Library webpage
The MGH Treadwell Library has introduced a "Hot Topics" page to its website. The new page includes information about the West Nile virus and hormone replacement therapy. Each topic links to relevent MGH department websites, current information in the news and background articles. To access the new page, visit *www.massgeneral.org/library* and select "Hot Topics."

Weight management class
MGH Food and Nutrition Services will be offering a 10-week weight management class, "Winning at the Losing Game." The class meets every Tuesday from 5:30 to 7:30 pm, beginning Sept. 24, in the Food and Nutrition Services Conference Room in the Blake basement. The class is $240 for MGH employees. For more information, call (617) 726-2779.

Ethics forum
An ethics forum, "Four Points to None: Current Ethical Considerations in the Use of Restraints," will be held Sept.13, from noon to 1 pm in the Sweet Conference Room on Bigelow 4, room 432. The forum will be moderated by Alexandra F. M. Cist, MD, from the Ethics Task Force. For more information, send e-mail to *acist@partners.org*.

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MGH Public Affairs Office.

(617) 726-2206

In memoriam

J. Gordon Scannell, MD, formerly of MGH Cardiac Surgery, died Aug. 24 at the age of 88 after a long illness. Scannell received his bachelor's degree in history from Harvard University in 1936 and graduated from Harvard Medical School (HMS) in 1940. He joined the MGH surgical training program in 1940 where he served on the surgical staff for the remainder of his medical career. He began his cardiac surgery career in 1949 when he was chosen to develop the MGH Cardiac Surgery program. Scannell performed the first closed mitral valve procedure at the MGH in 1951 and was a leader in the development of open-heart surgery. Scannell became a clinical professor in 1971 at HMS and assumed the directorship of the medical student teaching program in the Department of Surgery in 1972.

Robert A. Gould, PhD, of MGH Psychiatry, died suddenly Aug. 26. He was 42. Gould arrived at the MGH as a clinical fellow in 1993 and joined the Harvard Medical School faculty as an instructor in 1994. He devoted his clinical and academic efforts to the cognitive-behavior therapy program in MGH Psychiatry where he provided expert clinical care and supervision to psychology interns and residents. Gould focused his research efforts on the treatment of anxiety disorders and chronic mental disorders.

September 13, 2002

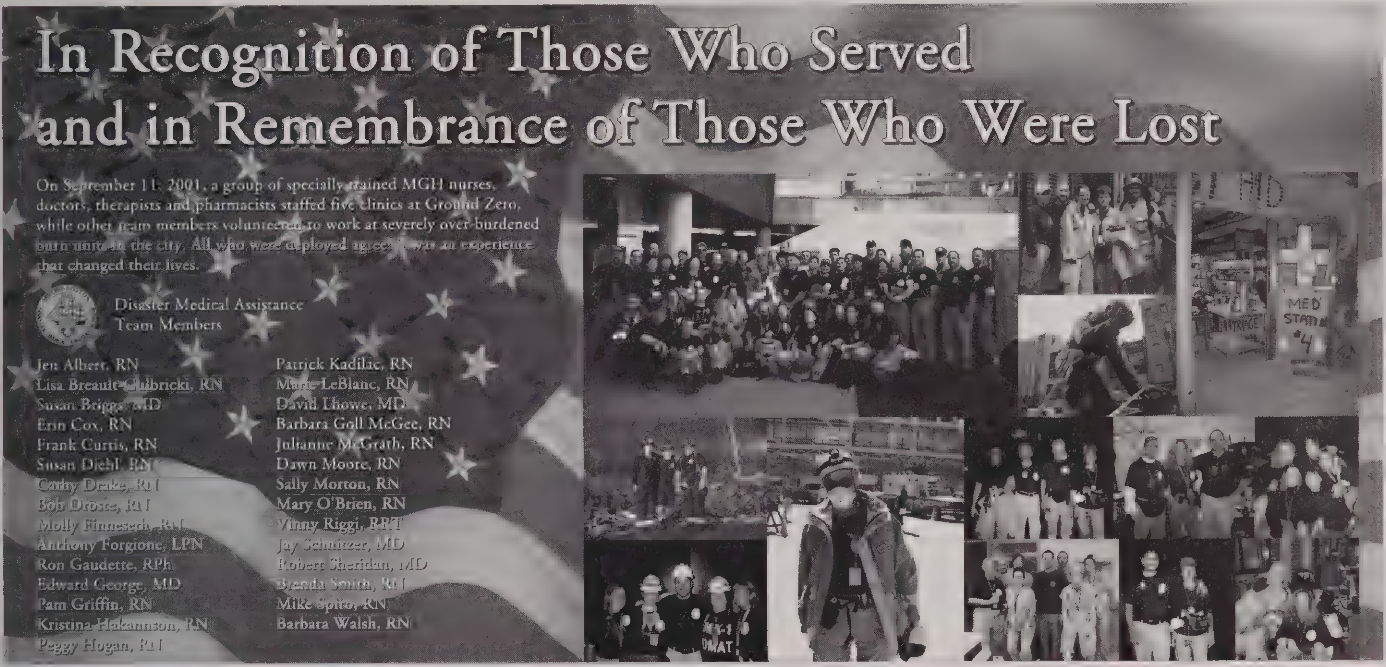
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Murals honor heroes, MGH disaster relief teams

"For many people, Sept. 11 has been on their minds lately because of the one-year anniversary," says Marie LeBlanc, RN, of Ellison 7. "But for our teams, it has never left us." LeBlanc is referring to her MGH colleagues who also were members of the Disaster Medical Assistance Team (DMAT) and the International Medical Surgical Response Team (IMSuRT) who were deployed Sept. 11 last year to provide emergency medical care at Ground Zero in New York City.

(Continued on Page 2)



In Recognition of Those Who Served and in Remembrance of Those Who Were Lost

On September 11, 2001, a group of specially trained MGH nurses, doctors, therapists and pharmacists staffed five clinics at Ground Zero, while other team members volunteered to work at severely over-burdened burn units in the city. All who were deployed agree it was an experience that changed their lives.

Disaster Medical Assistance Team Members

Jen Albert, RN
Lisa Breault-Culbricki, RN
Susan Briggs, MD
Erin Cox, RN
Frank Curtis, RN
Susan Diehl, RN
Cathy Drake, RN
Bob Droste, RN
Molly Finneseth, RN
Anthony Forgione, LPN
Ron Gaudette, RPh
Edward George, MD
Pam Griffin, RN
Kristina Hakannson, RN
Peggy Hogan, RN
Patrick Kadilac, RN
Marie LeBlanc, RN
David Lhowe, MD
Barbara Goll McGee, RN
Julianne McGrath, RN
Dawn Moore, RN
Sally Morton, RN
Mary O'Brien, RN
Vinny Riggi, RRT
Jay Schnitzer, MD
Robert Sheridan, MD
Brenda Smith, RN
Mike Spiro, RN
Barbara Walsh, RN

MGHers gather for Sept. 11 service of remembrance

One year after the tragedy that struck New York, Washington, DC, Pennsylvania and affected Boston and the country as a whole, people from around the world gathered Wednesday to remember and commemorate the anniversary of those tragic events of Sept. 11, 2001. MGHers united in the O'Keeffe Auditorium for a memorial service that offered prayer, interfaith readings and poems to remember those who lost their lives and to honor the courage and patriotism the nation has experienced this past year.

"We come together today seeking strength and comfort," said the Rev. Mary Martha Thiel, director of the MGH Chaplaincy. "All of us come today in peace. In Ghandi's words, 'We seek to be the change we wish to see in the world.'"

The memorial service was sponsored by the MGH Chaplaincy and gave MGHers the opportunity to reflect on the impact of these tragedies. The ceremony included chaplains from different faiths that are represented throughout the MGH community, including Roman Catholic, Protestant, Jewish, Muslim and Buddhist.

The service also featured readings and prayers from Peter Slavin, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization; Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse; and Andrea Stidsen, director of Partners Employee Assistance Program and Work/Life Resources.

The service was teleconferenced to the MGH health centers and the Institute of Health Professions. Additional services were held at CNY.

PAZ PÈ សន្តិភាព PEACE 和平 سلام PAZ

MGH Chaplaincy staff and hospital leadership pose under the peace banner after the service.

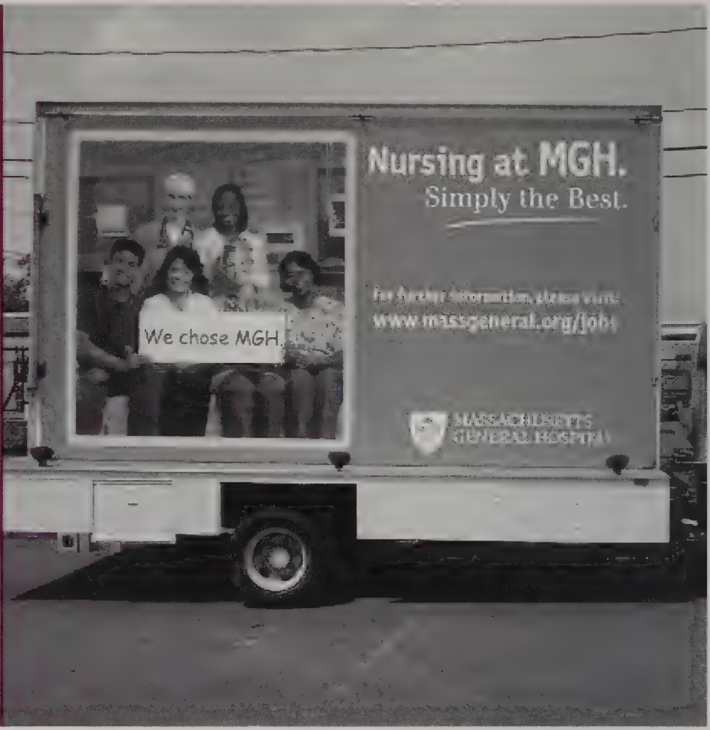
Nursing at MGH: Simply the best

It is a simple slogan — Nursing at MGH: Simply the Best — but it speaks volumes about the exceptional care that is provided at the MGH by the nursing staff. That slogan can be seen in a multi-media advertising and image campaign that was launched in May, with an enhanced effort this fall.

Members of the Staff Nurse Advisory Committee developed the concept for the campaign that features pictures of individual and teams of MGH nurses from throughout the hospital. The slogan can be seen in television, radio, print and *www.Boston.com* advertisements as well as the Mobile Media truck *(shown at right)*. The truck will be parked at the Gillette Stadium during New England Patriots home games throughout the fall and at the Head of the Charles Regatta in October.

The advertisements also are meant to help with recruitment of new nurses and to promote the MGH Nursing Career Expo that is being held on the main campus Sept. 15.

For more information about the expo or the campaign, call (617) 726-5593.


Nursing at MGH.
Simply the Best.
We chose MGH.
For further information, please visit:
www.massgeneral.org/jobs
Massachusetts General Hospital

— Murals honor heroes, MGH disaster relief teams

(Continued from Page 1)

To commemorate the extraordinary efforts of the teams, MGH team members and staff from the MGH Photography Lab prepared several murals that will be displayed on patient care units where many of the team members work. Funded by a Making a Difference grant given to the Photo Lab, the murals show photographs of individual members and group shots mounted on an American flag background.

"When we were brainstorming ideas of how to recognize the anniversary, we didn't want to focus on the tragedy itself," says LeBlanc. "Instead we wanted to recognize the team members and honor their hard work and dedication." The murals were the brainchild of Mike Spiro, RN, and Mary Houghton, RN.

The morning of Sept. 11 last year will forever be etched in the minds of the team members. Each person was notified about the deployment by Susan Briggs, MD, an MGH surgeon and supervising medical officer of the Federal Disaster Teams.

IMSuRT was developed by Briggs to serve as a specialty trauma DMAT of the National Disaster Medical System. The team is part of the congressionally mandated disaster system for the United States. The function of the teams is to deploy rapidly a group of surgical, medical, nursing and other health care professionals — many of them MGH clinicians — from throughout New England in the event of a catastrophic event in the United States or abroad.

> **"IT'S HARD TO BELIEVE IT HAS BEEN A YEAR. IT SEEMS LIKE IT HAPPENED JUST YESTERDAY."**
>
> **— MARIE LEBLANC, RN**

Once they arrived at Ground Zero, the teams worked around the clock to provide medical care for a steady stream of injured rescue workers and volunteers. Team members also were deployed to Cornell Medical Center's burn unit, where they assisted in caring for burn victims injured in the tragedy. The teams received a heroes' welcome upon their return to the MGH Sept. 21.

"It's hard to believe it has been a year," says LeBlanc. "It seems like it happened just yesterday."

The team members have been busy this past year. Briggs, LeBlanc and other team members have given lectures and interviews about their experiences at Ground Zero. Most of the team members have participated in six additional emergency-response training sessions to enhance their preparedness for other such disasters.

According to LeBlanc, because IMSuRT is the only international medical response team in the United States, it is serving as a model for the country. Briggs has been asked to start two other teams in the United States. The current team members soon will begin training others in Seattle and Miami.

"There is a lot of pride at the hospital for what these teams accomplished," says LeBlanc. "Each team member performed amazing tasks under extraordinary circumstances. They have a lot to be proud of." ●

2002 Partners in Excellence Award
Nomination Packet

Partners' Accomplishments

Thanks to you and your colleagues working together throughout Partners, we have made great gains during the nearly nine years of our partnership. All of us can be proud of the accomplishments of Partners HealthCare:

- We continue, year after year, to be recognized as national leaders in providing quality patient care. *U.S. News & World Report* has again ranked the MGH and BWH, our founding institutions, in its National Honor Roll and recognized McLean and Spaulding as national leaders in their specialty areas.
- The PCHI network has grown to include more than 1,050 physicians.
- Partners' leadership role in research improves patient care not only at our hospitals, but also throughout the world. For fiscal year 2002, our research program is expected to total close to $650 million, with approximately $1.5 billion committed for future research. Among independent hospitals, the MGH and BWH are the top two recipients of National Institutes of Health (NIH) funding. McLean is the top recipient among private psychiatric hospitals, and Spaulding's research funding continues to grow.
- We continue to attract the best candidates from around the country and worldwide to our academic programs.
- Our cost reduction initiatives have contributed to a 30.6 percent decline in costs per patient — in real dollars. The total amount of cost savings to date is over $280 million.
- Patient volume continues to grow. Systemwide, we are serving an expanding patient population. From FY'00 to FY'01, discharges grew by 3,931 or 2.7 percent. Ambulatory visits increased by 4.6 percent.
- Partners' commitment to the community remains strong. We invest $100 million each year in community benefit programs to provide care for children and adults on Medicaid as well as uninsured and underinsured patients, support innovative public health partnerships and strengthen community health centers.

To acknowledge and celebrate these accomplishments, we are continuing the ***Partners in Excellence Award*** program, which recognizes individuals and teams at all levels of Partners for their "above and beyond the call of duty" contributions. Partners in Excellence ceremonies will be held in December to honor recipients and thank all employees.

Award Criteria

The *Partners in Excellence Award* recognizes individuals or teams who have made significant contributions to Partners in the areas of **quality treatment and service, leadership and innovation, teamwork, operational efficiency or outstanding community contributions.**

All employees in good standing, including medical staff, who work within Partners HealthCare and its affiliates, are eligible to receive a ***Partners in Excellence Award.*** Any employee may nominate any other employee with one exception: Senior management is not eligible for nomination. Recipients must be employed by Partners or one of its affiliates at the time of the award ceremony in order to receive recognition. Each institution is allocated a set number of team and individual awards. The institution's Human Resources Executive chairs a selection committee with representatives from various departments to review that institution's nominations and select their individual and team award recipients.

2002 Partners in Excellence Award
Individual Nomination Form

Exemplary accomplishments at all levels of Partners HealthCare contribute to our ability to build a strong, customer-focused organization. Because of his or her "above and beyond the call of duty" contributions to Partners' accomplishments, I am nominating:

(Please write legibly or type)

Name of individual being nominated: ______________________________

Department: ______________ **Employee I.D. #:** *(If known)* ______________

Nominee's e-mail address: ______________ **Nominee's telephone #:** (____)______

Nominee's institution: *(check one)*

☐ Brigham & Women's Hospital
☐ Mass. General Hospital
☐ Partners Corporate
☐ Dana-Farber/Partners CancerCare
☐ Faulkner Hospital
☐ McLean Hospital
☐ Newton-Wellesley Hospital
☐ North Shore Medical Center
☐ PCHI
☐ Partners Home Care
☐ Spaulding Rehabilitation Hospital Network

Health center or other site *(if applicable):* ______________________________

Award categories: *(please check only one category per nomination)*

☐ Quality treatment and service *(includes patient care, respect for individuals, customer focus, etc.)*
☐ Leadership and innovation *(includes patient care, teaching, research, management, etc.)*
☐ Teamwork
☐ Operational efficiency
☐ Outstanding community contributions

Description of accomplishment(s):
You may use the back of this form to describe the reason for the nomination. Please provide as much detail as possible to accurately describe the reason for the nomination. Documentation in support of the nomination, such as letters from patients or other material, may be included with the submission.

USE FORM ON BACK TO PROVIDE DESCRIPTION

PARTNERS HEALTHCARE

2002 Partners in Excellence Award
Individual Nomination Description

In 400 words or less, describe the reason for the nomination, highlighting the outcome of the accomplishments in terms of quality improvement, financial savings or improved efficiency. *(Please write legibly. You may also type the description on a separate sheet and attach to the nomination form.)*

Nominated by: ______________________________

Department: ______________ **In-house bldg./room location:** ______________

Date: ________ **E-mail address:** ______________ **Telephone #:** (_____)__________

Nominator's institution *(check one):*

- ☐ Brigham & Women's Hospital
- ☐ Mass. General Hospital
- ☐ Partners Corporate
- ☐ Dana-Farber/Partners CancerCare
- ☐ Faulkner Hospital
- ☐ McLean Hospital
- ☐ Newton-Wellesley Hospital
- ☐ North Shore Medical Center
- ☐ PCHI
- ☐ Partners Home Care
- ☐ Spaulding Rehabilitation Hospital Network

Health center or other site *(if applicable):* ______________________________

Submit your 2002 nomination by September 27, 2002

Online:	*http://intranet.partners.org/PIE*
Fax:	(617) 724-0931
Mail:	Partners in Excellence Award, Partners HealthCare, Employee Programs, 101 Merrimac Street, 4th Floor, Boston, MA 02114

For questions, contact Partners Employee Programs at (617) 724-9743 or via e-mail at *partnersinexcellence@partners.org*

2002 Partners in Excellence Award
Team Nomination Form

Exemplary accomplishments at all levels of Partners HealthCare contribute to our ability to build a strong, customer-focused organization. Because of his or her "above and beyond the call of duty" contributions to Partners' accomplishments, I am nominating:

(Please write legibly or type)

Name of team being nominated: ____

Team's institution: *(check one)*

☐ Brigham & Women's Hospital
☐ Mass. General Hospital
☐ Partners Corporate
☐ Dana-Farber/Partners CancerCare
☐ Faulkner Hospital
☐ McLean Hospital
☐ Newton-Wellesley Hospital
☐ North Shore Medical Center
☐ PCHI
☐ Partners Home Care
☐ Spaulding Rehabilitation Hospital Network
☐ Partners Network Team - *a team with members from more than one institution whose efforts benefit multiple institutions*

Health center or other site (if applicable): ____________________________________

Team Leader(s) Name *(Required)* *(Attach another sheet for additional names)*	**Institution *(Required)***	**Employee ID # *(If known)***	**E-Mail Address *(If known)***	**Telephone # *(Required)***
1.				
2.				

Award categories: *(please check only one category per nomination)*

☐ Quality treatment and service *(includes patient care, respect for individuals, customer focus, etc.)*
☐ Leadership and innovation *(includes patient care, teaching, research, management, etc.)*
☐ Teamwork
☐ Operational efficiency
☐ Outstanding community contributions

Name of Team Members *(Required)* *(Attach another sheet for additional names)*	**Institution/Site *(Required)***	**Employee ID # *(If known)***

Description of accomplishment(s):

You may use the back of this form to describe the reason for the nomination. Please provide as much detail as possible to accurately describe the reason for the nomination. Documentation in support of the nomination, such as letters from patients or other material, may be included with the submission.

USE FORM ON BACK TO PROVIDE DESCRIPTION

PARTNERS
HEALTHCARE

2002 Partners in Excellence Award
Team Nomination Description

In 400 words or less, describe the reason for the nomination, highlighting the outcome of the accomplishments in terms of quality improvement, financial savings or improved efficiency. *(Please write legibly. You may also type the description on a separate sheet and attach to the nomination form.)*

Nominated by: ____________________

Department: ____________________ **In-house bldg./room location:** ____________________

Date: __________ **E-mail address:** ____________________ **Telephone #:** (_____)__________

Nominator's institution *(check one):*

☐ Brigham & Women's Hospital
☐ Mass. General Hospital
☐ Partners Corporate
☐ Dana-Farber/Partners CancerCare
☐ Faulkner Hospital
☐ McLean Hospital
☐ Newton-Wellesley Hospital
☐ North Shore Medical Center
☐ PCHI
☐ Partners Home Care
☐ Spaulding Rehabilitation Hospital Network

Health center or other site *(if applicable):* ____________________

Submit your 2002 nomination by September 27, 2002

Online: *http://intranet.partners.org/PIE*
Fax: (617) 724-0931
Mail: Partners in Excellence Award, Partners HealthCare, Employee Programs,
101 Merrimac Street, 4th Floor, Boston, MA 02114

For questions, contact Partners Employee Programs at (617) 724-9743
or via e-mail at *partnersinexcellence@partners.org*

MGH Office for Women's Careers kicks off learning series for women faculty

The MGH Office for Women's Careers (OWC) kicked off its "Noontime Learning Series," Sept. 5 with the first in a series of monthly seminars that are meant to enhance women faculty members' knowledge and skills so that they will be better equipped to advance in their careers.

The first seminar, "The Nuts and Bolts of Managing a Grant at the MGH," included a panel discussion from members of MGH Research Management. The discussion focused on administrative aspects of grant management, including proposal and grant management procedures, financial systems and human subjects compliance issues. The panelists were Marcia Smith, director for Grants and Contracts; John Fini, director of Research Finance; and Rosalyn Gray, executive director of Human and Animal Studies.

The OWC exists to facilitate the career advancement of women faculty at the MGH by increasing the number promoted on academic tracks and in leadership positions and by enhancing job satisfaction.

"The astounding reality is that there has been little change in the percentage of women faculty who get promoted to the highest academic ranks or who attain top level leadership positions," says Rebecca Starr, OWC program manager. "The MGH does not want to lose its top talent, so our office offers help on a number of levels, including this professional development series."

Future seminars will address some of the many issues that women faculty face in their professional lives, from enhancing specific skills to coping with work-family balance issues.

For more information about the learning series or the OWC, call (617) 724-5229 or visit the OWC website at *www.massgeneral.org/womenscareers.* ●

From left, Starr, Smith, Gray and Fini

MGH discontinues Secure Horizons participation

The MGH has made the difficult decision to discontinue its participation in Secure Horizons, effective Jan. 1, 2003. Secure Horizons is the Medicare + Choice plan offered by Tufts Health Plan.

Approximately 3,500 seniors who currently receive their primary care from an MGH physician are enrolled in Secure Horizons. That means that these patients will need to make some significant decisions regarding their insurance coverage.

About half of these patients live in specific zip codes in which Tufts has decided to terminate all Secure Horizons coverage. These individuals will need to choose another insurance option. The remaining patients are being affected by the MGH's decision to discontinue participating in Secure Horizons. If these seniors wish to continue with their MGH physician, they will need to revert to traditional Medicare and can also purchase Medigap coverage. If they choose to remain in Secure Horizons, they will need to transfer their care to a non-MGH physician.

The MGH made this decision after months of discussion and evaluation of the various issues associated with Secure Horizons. In 2001, for example, the MGH lost more than $4 million by providing care to the patients covered by Secure Horizons, representing a loss of more than $1,000 per patient. The losses stem from the federal government's significant underfunding of Medicare HMOs.

"We understand and are very concerned about the difficulties and disruption associated with discontinuing Secure Horizons," says Nancy Gagliano, MD, vice president for MGH Physician Practice Management and Service Improvement. "We are making every effort to communicate with all patients affected, help them understand their options and ensure as smooth and comfortable a transition as possible. Our goal is to make sure that every patient continues to have access to high-quality medical care."

MGH primary care physicians have sent letters to all of their patients who are affected by the discontinuation of Secure Horizons. This letter explains the various options that patients have. A special help line has been set up for seniors to call and discuss their individual situations at (617) 724-1446.

Hotline is printed on recycled paper.
Please recycle *Hotline* in any white paper recycling box.

MGH**HOTLINE**

WHAT'S HAPPENING

Partners town meeting reminder

Samuel O. Thier, MD, president and chief executive officer of Partners HealthCare, will discuss a variety of topics related to Partners at a town meeting Sept. 23, from 10 to 11 am in the O'Keeffe Auditorium. Questions may be posed at the meeting or submitted in advance to the MGH Public Affairs Office, by fax at (617) 726-7475 or e-mail at *Hotline@partners.org.*

Bone marrow donor drive

The MGH Bone Marrow Transplant Program will hold a bone marrow donor drive Sept. 18, from 10 am to 5 pm in the Main Lobby for anyone who would like to become part of the National Bone Marrow Donor Program's donor list. For more information, send e-mail to *pperrino@partners.org* or *jzarzin@partners.org.*

Graduate programs information session

The MGH Institute of Health Professions will be holding an open house Sept. 28, from 10 am to noon at CNY Building 36. Information will be provided about graduate programs in Nursing, Physical Therapy, Clinical Investigation and Speech Pathology offered at the CNY campus. For more information, call (617) 726-3140 or send e-mail to *admissions@mghihp.edu.*

Drop-in discussion group

A drop-in discussion group for hospital employees about psychosocial issues related to genetic testing for cancer will be offered on the second Friday of each month beginning Sept. 13, from noon to 1 pm in the Cancer Resource Room. For more information, contact William Pirl, MD, at *wpirl@partners.org.*

Reproductive medicine workshop

The MGH Vincent Center for Reproductive Medicine and IVF will hold its third meeting of a four-part workshop series "Psychospiritual Healing of Infertility" Sept. 18, from 5:15 to 7 pm on Vincent 210. The workshop is an introduction to energy healing techniques that can activate the energetic psychospiritual possibilities underlying the infertility process. For more information or to register, call (617) 724-3500.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Science fair mentors

The MGH/Timilty Partnership is seeking science fair mentors. Mentors meet with students at the MGH on two Friday mornings per month, from October to January. The Partnership provides mentor training, resources to get mentor and student started and ongoing support. For more information about the Science Fair Mentoring program, contact the Partnership Office at (617) 724-3210 or send e-mail to *Timilty@partners.org.*

Fall 2002 schedule for computer training

The Partners Information Systems Training has released the fall 2002 computer workshop training schedule for Microsoft Office applications. Classes are held at Corporate Training, Charles River Plaza, 185 Cambridge St. For more information about schedules, course descriptions and registration, visit *http://is.partners.org/training.* Schedules and registration forms also are available by calling (617) 724-1240.

CNY blood drive

MGH employees working at CNY are invited to participate in the next blood drive Sept. 25, from 8:30 am to 2 pm. The MGH Bloodmobile will be located at CNY Building 149. Donors that day will be treated to free ice cream. For more information or to make an appointment to donate, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org.*

Career development seminar

The Research Management Department will be hosting a seminar for research employees with PhDs with Harvard Medical School appointments Sept. 25, from 11:30 am to 1 pm at CNY Building 114. Send an RSVP by Sept. 20 to *research@partners.org.*

Nursing Career Expo

The MGH Nursing Department will hold its Career Expo Sept. 15, from noon to 4 pm in the North and East Garden Dining Rooms. Parking will be provided in the Fruit Street and Parkman Street garages. For more information, call (617) 726-5593.

2002 Partners in Excellence Awards

Nominations for the 2002 Partners in Excellence Awards now are being accepted. Forms are available through managers and also are available in this week's *Hotline (see insert).* Employees with Internet access through a Partners workstation also can submit nominations online at *http://intranet.partners.org/PIE/.* The deadline for all nominations is Sept. 27. This year's Partners in Excellence Awards ceremony will be held Dec. 11 at 4 pm in the Wang Lobby and Cafeteria.

September 20, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Keep the motor running: New van offers patients a ride

Thanks to a contribution from Thomas Flatley, president of the Flatley Company, a new specially equipped van has been purchased by the MGH Charlestown HealthCare Center to enhance the health center's community outreach program, primarily devoted to seniors in the community.

The van was set in motion in late July soon after driver Jose Torres was hired. The service is designed to help elderly Charlestown residents get to and from scheduled doctors' appointments.

Patients must be at least 60 years old or disabled to be eligible for van transportation. Patients give the health center 48 hours notice before their appointment and then are picked up at a designated pick-up point, taken to the appointment and home again.

According to Peggy Carolan, administrative director for MGH Charlestown, the program has been successful so far. "In the first two months of operation, 48 health center patients have been served," she says. "Several patients have taken the time to call and express their appreciation for this new service."

For more information about the van program, call (617) 724-8197.

Jose Torres, left, with van passenger Santa Lopez

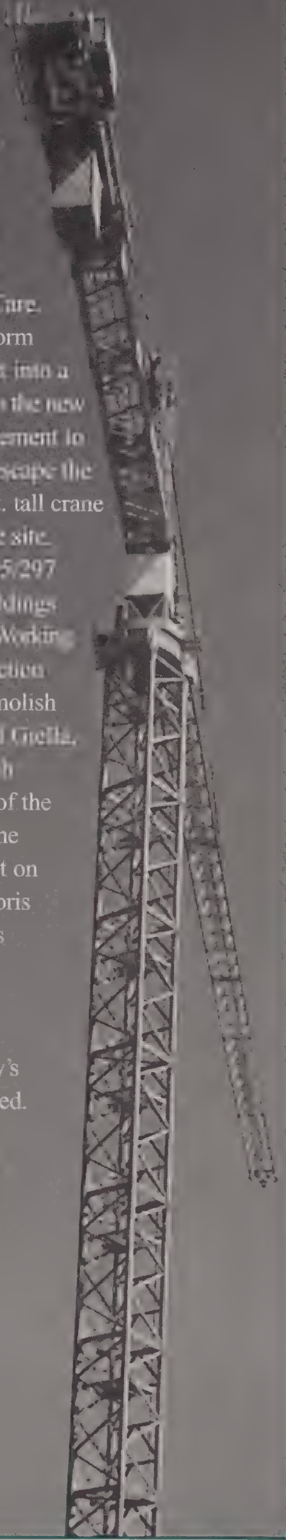
Cranes, construction on Cambridge Street

With the recent demolition of several buildings on Cambridge Street, passersby heading toward the hospital from the Charles St MBTA station now can clearly see the construction of the new Yawkey Center for Outpatient Care.

The construction will transform that section of Cambridge Street into a pedestrian and vehicle entrance to the new Yawkey Center. Another new element to the construction site that can't escape the notice of passersby is the 225-ft. tall crane *(at right)* that now towers on the site.

During the past weekend, 295/297 and 301/303 Cambridge St. buildings were torn down to ground level. Working with local city agencies, construction crews used detailed plans to demolish the buildings. According to Paul Giella, construction manager from Walsh Brothers Construction, the bulk of the activity was performed during the weekend to minimize the impact on traffic. During the week, the debris generated by the demolition was removed.

On Sept. 20, the next step in demolition will take down 327 Cambridge St. where Buzzy's Roast Beef Restaurant was located. The remaining building at 305/307 Cambridge St. will be scheduled for leveling later.



Field of dreams: A young patient has time of his life

A **MassGeneral Hospital for Children** patient got a rare treat Aug. 23 when he became an honorary official team member of the Super Bowl champs — The New England Patriots — for one night.

Joe Meade, 12, has been treated at the hospital for an illness called chronic granulomotous disease, which results in a weakened immune system causing extended hospital stays.

On his special night, Joe became an honorary Patriot's captain for the exhibition game against the Carolina Panthers. Joe and his family watched the pre-game show on the sidelines of the new Gillette stadium, and then he was escorted to the middle of the football field with the real team captains for the opening coin toss. Joe's name and a picture of the coin toss were broadcast on an overhead screen. After the toss, he accompanied the team captains to the sidelines and watched the game from the Gillette private viewing box. After the game, he received an authentic Patriots shirt (#80 Troy Brown) and got his picture taken with "Pat the Patriot," the team mascot.

"I remember I could not stop smiling as we walked out onto the field for the coin toss," says Joe. "I even got to shake hands with all the players. It was a once-in-a-lifetime experience; I was so excited."

Adding to his excitement was the Pats' victory over the Panthers — 23 to 3.

Joe Meade with Pat the Patriot

Introducing the MGPO's new medical director

The Massachusetts General Physicians Organization (MGPO) welcomed its new medical director, Gregg Meyer, MD, Aug. 26. Meyer succeeds James Richter, MD, who was the first medical director for the MGPO. Richter will be leaving the MGH and the MGPO in October to assume a new position as chief medical officer at Caritas Christi Health Care System.

Meyer comes to the MGPO from his position as director for the Center for Quality Improvement and Patient Safety, which is part of the Agency for Healthcare Research and Quality for the U.S. Department of Health and Human Services.

The MGH is familiar territory for Meyer, who trained in primary care and internal medicine at the hospital. Prior to his training at the MGH, he graduated from Union College and Albany Medical College in New York and studied as a Rhodes Scholar at the University of Oxford in England. He also received a master's degree from Harvard School of Public Health and completed a Harvard Medical School/MGH General Internal Medicine fellowship.

In his new role, Meyer will lead medical management activities for the MGPO; work to enhance the clinical care environment at the MGH; strengthen ties between the MGPO and practicing physicians at the hospital; and serve as a senior physician adviser to the MGPO's senior management team. He also plans to practice general medicine for MGH Internal Medicine Associates. ●

Meyer

September 20, 2002

MGHHOTLINE

MGH Vital Signs: FY 2002 third-quarter results

A quarterly status report of hospital performance

General Hospital financial statement (in millions)

	YTD Actual	Variance to Budget	FY 2002
Net Patient Service Revenue	$757.6	$ 17.3	$666.3
Research Revenue	248.3	17.1	215.1
Other Operating Revenue	75.3	10.4	63.4
Total Revenue	1,081.2	44.8	944.8
Salary and Benefits	404.6	(4.6)	354.6
Supplies and Outside Services	252.6	(13.6)	219.2
Other Operating Expenses	201.8	2.3	193.0
Direct Research Expenses	177.0	(15.9)	150.5
Total Expenses	1,036.0	(31.8)	917.3
Gain (Loss) from Operations	45.2	13.0	27.5
Non-operating Gains (Losses)	(3.6)	(14.5)	18.2
Net Gain / (Loss)	$ 41.6	($ 1.5)	$ 45.7

Financial overview: The MGH's third-quarter results have been the strongest so far in FY'02. The hospital's year-to-date operating gain of $45.2 million exceeded budget by $13 million. Revenue increases drove these positive results. By the end of the quarter, all major components of revenue were better than budget and well above the prior year. Expenses continued to rise in the third quarter, with medical and surgical supplies accounting for 40.1 percent of the $5.1 million overage in supplies. Increased hiring and temporary staff usage in the tight labor market also affected salary expenses. Positive variances in depreciation, interest and provision for bad debt partially offset salary, supplies and outside services expense overages.

Admissions climbed in the third quarter and were a significant improvement over the target. Admit-to-observe stays continued to lag behind budget. Overall inpatient admissions improved after dipping down in the second quarter. Hospital volume needs a positive variance of 62 admissions in the fourth quarter to reach the forecasted target of 43,301.

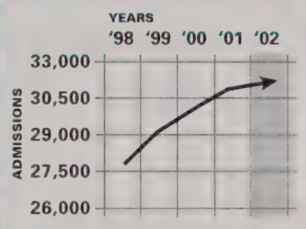
Length of stay reductions in the third quarter brought the year-to-date figure to 5.84 days, a positive variance.

Outpatient visits finished the third quarter 0.7 percent better than budget and 3.4 percent more than the prior year. The third quarter favorable variance was a result of health center visits. Emergency Department visits surpassed the budget target by 200. On-campus visits were 217 below budget in the third quarter.

Admissions

FY '02 actual:	32,378
FY '02 budgeted:	32,031
FY '01 actual:	30,967
Patient days	189,184
Inpatient surgeries	13,302
Births	2,472

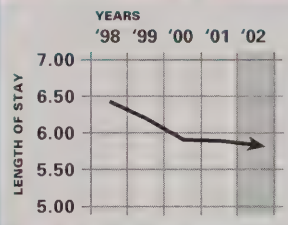
Five-year trend



Length of stay

	Days
FY '02 actual:	5.84
FY '02 budgeted:	5.86
FY '01 actual:	5.99

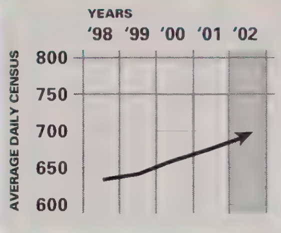
Five-year trend



Average daily census

FY '02 actual:	693
Average beds in service	869
Occupancy rate	79.74%
FY '02 budgeted:	688
FY '01 actual:	679

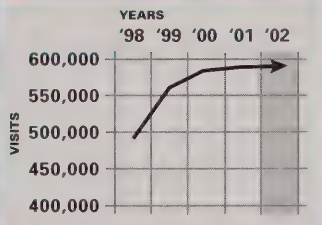
Five-year trend



Outpatient visits

FY '02 actual:	588,776
Clinic visits	311,450
Health center visits	222,111
Emergency visits	55,215
FY '02 budgeted:	584,503
FY '01 actual:	569,607
Outpatient surgeries	11,270

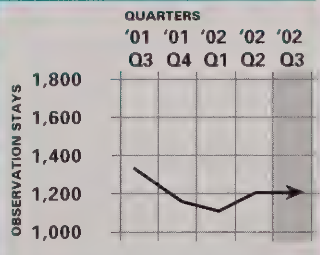
Five-year trend



Observation stays

FY '02 actual:	3,530
FY '02 budgeted:	4,109
FY '01 actual:	3,878
Chemotherapy infusion	270
Routine post-procedure recovery	1,170

Five-quarter trend



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MGH HOTLINE

WHAT'S HAPPENING

Stephanie Macaluso Award

Nominations for the Stephanie M. Macaluso, RN, Expertise in Clinical Practice Award are due Oct. 4. Nomination forms are available at the Gray Lobby information desk and patient care areas. For more information, call (617) 724-5801.

POPPS educational fair

MGH Police and Security, Outside Services, Parking and Photography Services (POPPS) will present an educational fair Sept. 26, from 11 am to 3 pm under the Bulfinch Tent. MGHers are invited to learn about the department and its programs and services. For more information, call (617) 724-3030.

Partners town meeting reminder

Samuel O. Thier, MD, president and chief executive officer of Partners HealthCare, will discuss a variety of topics related to Partners at a town meeting Sept. 23, from 10 to 11 am in the O'Keeffe Auditorium. Questions may be submitted in advance by sending e-mail to *Hotline@partners.org.*

EAP seminar

The Employee Assistance Program (EAP) will be offering a two-part seminar about breastfeeding. "Nourishing Your Newborn" will be held Sept. 24, from 1 to 2 pm. "Working and Breastfeeding: Returning to Work and Maintaining Your Milk Supply," will be held Oct. 22, from 1 to 2 pm. Both seminars will be held in the Larry Martin Conference Room A at CNY. For more information, call (617) 726-6976.

Nathaniel Bowditch Prize nominations

Nominations are being accepted for the 2003 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee who has helped improve the quality of care while reducing the cost of such care. Nomination forms are available in the Main Lobby, the Blum Patient and Family Learning Center, the Bigelow 10 nursing office and the MGPO office on Bulfinch 2. All nominations should be submitted by Sept. 30 to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, White 506. For more information, call (617) 726-8254.

Free PVD screening

The MGH will be performing free screenings for peripheral vascular disease (PVD) as part of the national "Legs for Life" campaign Sept. 26, from 9 am to 4 pm in the Wellman Conference Room. PVD is a condition in which arteries that carry blood to the arms or legs become narrow or clogged. For more information, call (617) 724-8586.

MGH basketball league announces new season

The MGH basketball league has announced the beginning of the new season. Any MGHer interested in becoming part of the league at Basketball City, located on the roof of the Lomasney garage, should contact Larry Washington by sending e-mail to *llwashington @partners.org*. The basketball league is a co-ed group and is open to all MGH employees. For more information, visit *http://basketballcity.com/boston/ index.html.*

MGH Web Day 2002

The MGH Marketing Department will be hosting Web Day 2002 Sept. 26, from 7 am to 6 pm. A display table will be set up near Coffee Central in the Main Corridor and will offer information about the MGH web site. The site now has a new look, enhanced navigation and a better search engine. For more information, contact Bernie Mendillo at (617) 724-2854.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Making a difference the MGH way

MGHers make a difference every day in the work they do. A select group recently was recognized at a special reception Sept. 5 to celebrate their achievements through the MGH Making a Difference grant program. The program offers an award of up to $5,000 to support employees' ideas for improving patient care service.

At the celebration, MGH recipients displayed posters describing each creative project.

Applications for the 2003 Making a Difference grant program now are being accepted with a deadline of Oct. 1. For more information, call (617) 726-1816.

Grant recipient, Scott Dickinson, left, with Peter Slavin, MD, chairman and CEO of the MGPO.

September 27, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Partners president outlines achievements, challenges at Town Meeting

At his last official Town Meeting as president and chief executive officer for Partners HealthCare, Samuel O. Thier, MD, praised employees and staff for the eight years of success since the inception of the system.

During the hourlong meeting in the O'Keeffe Auditorium Sept. 23, Thier offered words of gratitude to James J. Mongan, MD, president of the MGH, for taking the reins as the leader of Partners beginning January 2003. "I can't think of anyone more qualified or better suited to take this position when I step down next year," Thier said. "And I'd like to thank the MGH for relinquishing him to lead Partners. I think this will be and has been a smooth transition for all of the Partners institutions."

Thier reviewed the eight-year history of Partners, highlighting accomplishments such as developing a model for regional health care; fostering education and research; and working to secure adequate funding levels for caregivers. Thier said that despite financial pressure from managed care companies and other payors, Partners institutions have done well — in part because of the strategic hospital partnerships forged with North Shore Medical Center, Faulkner Hospital and Newton-Wellesley Hospital, as well as the development of a strong physician-based network with Partners Community HealthCare, Inc. (PCHI).

Patient volume has increased significantly throughout Partners, particularly at health centers where services to underserved patients have tripled since Partners was formed. Staff and employees at each institution have worked hard to decrease the cost of patient care. Adjusted for severity of cases, the inflation-adjusted cost of caring for one patient has decreased

(Continued on Page 2)

Thier

AMMP recognizes dedicated members and scholarship recipients

The Association of Multicultural Members of Partners (AMMP) honored its members and scholarship recipients Sept. 12 during the organization's annual Scholarship and Member Recognition Luncheon.

As part of its mission, AMMP is committed to the advancement, recruitment, retention and development of multicultural professionals into leadership roles throughout the MGH and Partners. AMMP also provides scholarships on a competitive basis to MGH employees who are interested in furthering their education.

Scholarships and awards were given to several members of AMMP for their work on a variety of committees, including nomination of new leaders, membership, diversity advisory, scholarship and public relations. Loretta Holliday, Wanda Velazquez and Gilbert Arenaza also were named as the newly elected executive board members.

AMMP's greatest honor, the Monumental Award, was given to Angela Gee, a team leader in Emergency Services, for her dedication to AMMP and her participation in the scholarship selection process. ●

From left, AMMP members Loretta Holliday, Jacki Flowers, Wanda Velazquez, Jennifer Jackson and Gilbert Arenaza.

MGH success results in bonus for employees

Good news for MGH employees was announced this week. Because the hospital demonstrated a successful financial performance in fiscal year 2002, all active employees will receive a bonus equal to 1 percent of their FY '02 regular earnings. This bonus will be paid Nov. 21 for weekly paid employees. This announcement was made in conjunction with the wage and salary program that includes a performance-based increase, ranging from 0 to 5 percent.

In a letter distributed to employees Sept. 27, James J. Mongan, MD, president of the MGH, credited the hard work and dedication of employees for the strong financial success. "The bonus is a way to share these good results with each of you who worked so hard this year and to thank you for your effort," he said. "I continue to be impressed by the extraordinary effort displayed by all of you to deliver the best care and services."

This year's General Hospital wage and salary program is funded at 3 percent. Those who are above the maximum of their pay range are eligible for a bonus of 0 to 4 percent on their raise-effective date. A completed performance appraisal is required before any increase or bonus is processed. The Massachusetts General Physicians Organization is following a similar approach.

Employees and staff who have questions about the wage and salary program or the bonus are encouraged to speak to their supervisors.

— Partners president outlines achievements, challenges at Town Meeting

(Continued from Page 1)

from $4,239 in 1993 to $3,290 in 2002. Overall, the financial forecast for Partners is positive for 2002, with revenues at $52 million.

Partners' education programs have thrived, with new integrated programs — 13 residencies and 15 fellowships — that have created more access to comprehensive training throughout the system. Research collaborations throughout Partners have accompanied funding growth — $628 million as of March 2002 — doubling Partners' total research funding.

"We've accomplished a great deal during the last eight years — most of what we set out to do and many things we hadn't planned to do," said Thier. "This isn't a single exercise — it is a relay race. And now it is time to pass the baton to Jim Mongan."

Mongan outlined his goals as he prepares to take the leadership position at Partners. Plans include continuing to work with legislators and payors for fair reimbursement for services; building upon Partners' current fiscal stability; and enhancing the patient care, teaching and research missions of Partners institutions.

"I hope that no one will take for granted the significant accomplishments Partners has achieved in this challenging economic environment," said Mongan. "We would not have had this kind of success without the inspiration and leadership of Sam Thier."

Jeff Davis, senior vice president for Human Resources, concluded the meeting with a question-and-answer session *(see below)* and a send-off message to Thier. "We would like to thank Dr. Thier for conducting these town meetings and for always being accessible and available to us," said Davis. "In many mergers, the president becomes distant, inaccessible and faceless, but Dr. Thier never let that happen. We appreciate all that he has done for this institution and for the entire Partners organization." ●

Partners Town Meeting questions

The following questions were addressed by Samuel O. Thier, MD, president and CEO of Partners, and James J. Mongan, MD, president of the MGH, at the Partners Town Meeting Sept. 23.

Q: Dr. Thier, what will you be doing after you step down as president and CEO of Partners?

Thier: I will be relocating my office to the MGH main campus, so that I can spend more time rounding with the medical teams, working with the MGH Renal Unit staff and collaborating with David Blumenthal, MD, on projects for the Institute of Health Policy. I'm also a member of quite a few boards, which will keep me busy.

Q: We all know that there is a huge shortage of space at the MGH campus. What are the plans for easing the space crunch for those programs that will not be moving into the new Yawkey Center for Outpatient Care?

Mongan: Space is always an issue for a growing institution. We currently are working on two major construction projects — the Yawkey Center and a research building in Charles River Plaza. For those programs that are not moving to the Yawkey Center, there are plans to move some of those programs into the backfill areas. Solving these space issues is a constant process, and we need to continue evaluating the most meaningful use of the space we have.

Temporary changes announced in MGH administration

After 14 years at the MGH, Kathleen E. Walsh, senior vice president for MGH Medicine and Cancer Care Services, will be leaving the hospital at the end of this month to join Novartis Pharma AG. She will serve as chief operating officer of the Novartis Institute for Biomedical Research, the company's new research facility located in Cambridge. With her departure, some members of the MGH senior leadership team will expand their responsibilities to cover Walsh's areas of responsibility until a successor is named.

Beginning Oct. 1, Britain Nicholson, MD, senior vice president and chief medical officer for the MGH, will cover the Department of Medicine. The Cancer Center will be covered by Ann Prestipino, senior vice president for Surgical Services, Anesthesia and the Cardiac Program. In that role, she will serve as the MGH liaison to Dana-Farber/Partners CancerCare. Jean Elrick, MD, senior vice president for Administration, will take on the administrative responsibility for Radiation Oncology. Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, will cover the MGH Vincent Obstetrics and Gynecology Service. Joan Sapir, vice president for Neurosciences and Pediatrics, will be responsible for the administrative duties for Dermatology and the Center for Integration of Medicine and Innovative Technology (CIMIT).

"Kate has been an effective leader at the MGH with a remarkable ability to navigate sensitive issues fairly and objectively and to build consensus when necessary. The MGH has benefited enormously from her intelligence and dedication — and her wonderful sense of humor," says James J. Mongan, MD, president of the MGH. "During her tenure, she has been a wonderful colleague and mentor for so many at the MGH. We will miss her greatly."

Peter Slavin, MD, who will assume the position of president of the MGH in January 2003, will be reviewing the organization of the hospital's executive management structure before he begins the search for a permanent replacement for Walsh.

North End health center employees participate in new certificate program

Employees at the North End Community Health Center (NECHC) recently participated in a one-year certificate program, which was developed by the Massachusetts League of Community Health Centers and Suffolk University. The program was designed to address many issues facing health center employees, including the enhancement of skills for qualified not-for-profit health center managers. The program also provided career growth and networking opportunities for members of the health center community.

The training program provided full-tuition scholarships for the group and consisted of several five-week training blocks that focused on such topics as human resources, community health center management, marketing, grant writing, finance and public speaking. Graduates from the program also received nine college credits toward a health center management degree.

Several MGHers took part in the program, including Noreen Manning and Bernadette Cogliano of NECHC, Eileen Manning, RN, of the MGH Revere HealthCare Center, and Maria Tovar of the MGH Everett Community Health Center. Five students, including Eileen and Noreen Manning, received certificates of distinction at a graduation ceremony held at Suffolk University in June.

From left, Noreen Manning, James Luisi and Bernadette Cogliano, of NECHC, at the graduation ceremony.

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WHAT'S HAPPENING

Partners proteomics symposium

MGHers are invited to celebrate the opening of the new Harvard Medical School-Partners HealthCare Center for Genetics and Genomics Proteomics Facility at a symposium Oct. 18, from 2:30 to 4:30 pm at the Massachusetts Institute of Technology, 20 Sidney St. in Cambridge. A reception and tours of the new facility will be offered following the symposium. To attend, send e-mail to *jskim@partners.org.*

Domestic violence awareness

In recognition of Domestic Violence Awareness Month in October, the hospital's Domestic Violence Working Group will present "Diversity Considerations in Responding to Domestic Violence," Oct. 3, from noon to 1 pm in the Walcott 2 and 3 Conference Rooms. Lunch will be served. For more information, call (617) 724-0054.

Latino Heritage Month

In recognition of Latino Heritage Month in October, the MGH Latino Heritage Celebration Planning Committee will offer several events. Special food from Latin America will be featured in the Eat Street Café Oct. 2 and 9. Displays from local agencies and in-house hospital programs that work with issues affecting the Latino community will be in the Main Lobby Oct. 1, 2 and 3, from 9 am to 2 pm. During the month, there will be a Latino physician photo exhibit displayed on the wall in front of Coffee Central.

Bowditch Prize nominations deadline extended

The deadline for nominations for the 2003 Nathaniel Bowditch Prize has been extended to Oct. 14. The $5,000 award will be presented to an MGH employee who has helped improve the quality of care while reducing the cost of such care. Nomination forms are available in the Main Lobby, the Blum Patient and Family Learning Center, the Bigelow 10 nursing office and the MGPO office on Bulfinch 2. All nominations should be submitted to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, White 506. For more information, call (617) 726-8254.

MGH Spanish for Health Care classes

The MGH Spanish for Health Care program is accepting applications for classes that begin the week of Sept. 30. Four levels of Spanish classes are offered, including an introductory class for those who have never studied Spanish. The course fee is $50 and must be paid at the time of registration. For more information, call Partners Training at (617) 726-2230 or send e-mail to *Training@partners.org.*

Tinnitus support group

The next meeting of the Boston Tinnitus Support Group will be held Sept. 30 at 7:30 pm in the O'Keeffe Auditorium. Through a teleconference presentation, Zecharya Shemesh, MD, director of the Tinnitus Clinic at Hadassah Medical Center in Jerusalem, Israel, will discuss effective treatment for tinnitus. For more information, visit *http://users.rcn.com/robert.levine/nextmeeting.htm.*

OWC Noontime Learning Series

The Office for Women's Careers will hold its second Noontime Learning Series for Women Oct. 3, from noon to 1 pm in the Burr 5 Conference Room. The topic will be "Children and Stress" and will focus on some of the major causes of stress in young children and some techniques for handling stress. For more information, call (617) 724-5229. To register, send e-mail to *womens.careers@partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

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Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

MGHers with heart

MGH employees and patients showed that they have heart as they joined hundreds of Bostonians Sept. 14 to participate in the American Heart Association's annual walkathon. More than 150 people representing the MGH raised more than $16,000 for the organization, which supports the clinical and research programs of the MGH Cardiology and Pediatric Cardiology divisions.

October 4, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

"Now more than ever" — 2002 United Way campaign kicks off

Oct. 7 marks the kick-off of the 2002 United Way campaign at the MGH. This year's campaign will feature the slogan "Now more than ever: Give to the United Way." The goal of the campaign is to raise $255,000, a 10 percent increase over last year's results. The campaign also will focus on increasing the percentage of MGH employees who donate to the United Way.

An important aspect of the United Way campaign is that a percentage of the money raised beyond the goal goes directly back to the hospital in the form of a donation to MGH Social Services. Last year, MGH Social Services received approximately $13,000 that helped provide extra care to patients and families in need. During the course of this year's campaign, which will run through the end of October, fliers and posters will be displayed throughout the hospital depicting examples of how MGH patients have been helped by this support. "Every year, MGH staff and employees show such generosity in their pledges to the United Way campaign," says David Read, administrative director for MGH Cardiology and the 2002 United Way campaign chair. "We want to make this year's campaign the most successful in MGH history — a monumental task given the recent economic downturn. But we hope to build upon last year's campaign success so that many more families and individuals in Massachusetts can benefit from the more than 200 United Way programs."

UNITED WAY
OF MASSACHUSETTS BAY

MGH employees will receive pledge cards and other United Way information with a paycheck this month. Upcoming issues of *Hotline* will have more information about the campaign.

A new lease on life: MGH patient saved by artificial liver machine

Four days before he was to celebrate his 49th birthday, Kevin Fitzmaurice was brought to the MGH Emergency Department with acute liver failure. Usually patients with this condition have few options for survival except liver transplantation, but receiving an organ can take weeks — if an organ becomes available at all. While in a coma, Fitzmaurice was evaluated by Winfred Williams, MD, director of the MGH Interventional Nephrology Renal and Transplantation Units. Williams approached the family about enrolling Fitzmaurice as a clinical trial candidate for a new liver support system. Soon, Fitzmaurice became the first person in New England to be treated with a revolutionary artificial liver machine that kept him alive for two days while he waited for a liver transplant.

The ELAD (extracorporeal liver-assist device) is a machine designed to support a patient with acute liver failure 24 hours a day for up to 10 days while the patient waits for an organ to become available or while the liver regenerates. ELAD is manufactured by VitaGen Inc. and is being tested in a clinical trial at the MGH and five other U.S. hospitals. The MGH trial is under the direction of Williams. Within hours of

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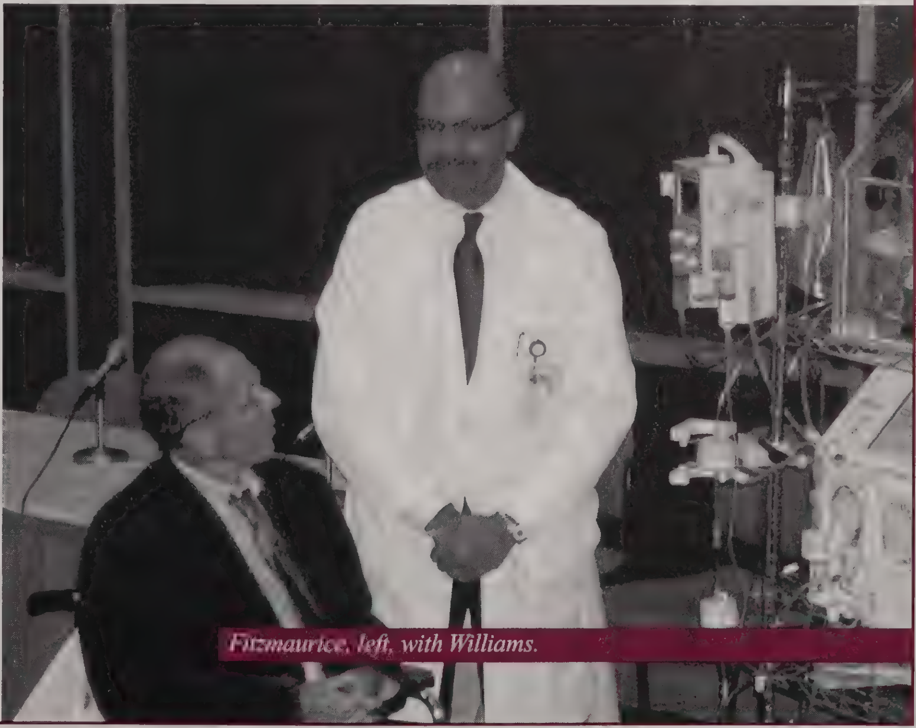


Fitzmaurice, left, with Williams.

A fun fiesta: MGH celebrates Latino Heritage Month

The MGH Multicultural Affairs Office honored Latino Heritage Month at a special celebration Sept. 25, featuring speakers from the Latino community and a vibrant mixture of food, fun and music under the Bulfinch Tent.

The day began with a presentation in the O'Keeffe Auditorium that focused on important health care issues facing the Latino community. Nicolás Carballeria, executive director for Health Policy and Planning at the Latin American Health Institute, and Joseph Betancourt, MD, program director for Multicultural Education in the MGH Multicultural Affairs Office, discussed "Improving Latin American Health: Should Health Care Organizations be Providers, Partners or Community Members?"

The presentation was followed by a reception under the Bulfinch Tent, where MGHers were invited to listen and dance to the festive sounds of El Mariachi Mexamerica and Los Nítidos. They also sampled a variety of authentic food from Latin America.

The celebration was co-sponsored by MGH Human Resources and the MGH Employee Latino Heritage Planning Committee.

MGHers sample authentic Latin American food at the reception.

— MGH patient has new lease on life

(Continued from Page 1)

being placed on the machine, Fitzmaurice became more responsive and alert. Two days later an organ became available, and a liver transplantation was successfully completed. "It's remarkable. I thank God every day," said Fitzmaurice at an MGH press conference Sept. 26. "I feel like I have been given a new lease on life."

Based on the same technology used in the kidney dialysis machine, the ELAD features two-chambered, hollow-fiber cartridges containing immortalized human liver cells, which are grown from a cell line owned by VitaGen. The patient's blood is pumped through the device, and the plasma is separated out and passed through the cartridges in which liver function is carried out. The treated blood then is returned to the patient.

"The clear improvement in Mr. Fitzmaurice's clinical status happened quickly, bringing him back from a state of virtual coma," said Williams. "It truly was remarkable and exceeded even my own expectations."

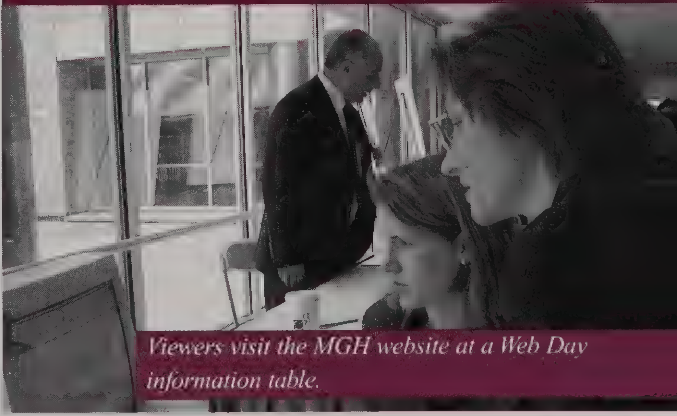
Fitzmaurice is the 14th person to have successfully been treated by ELAD; 11 patients were treated in the initial Phase 1 trial and 3 in the current Phase 2 trial.

"To me, the ELAD represents the most significant advance in a quest for a liver dialysis machine in my 30 years of practice," said Benedict Cosimi, MD, chief of MGH Transplant Surgery, who performed Fitzmaurice's transplant. "I was skeptical, but pleasantly surprised at how well Kevin responded to the ELAD machine."

According to the United Network for Organ Sharing, approximately 21,000 patients in the United States currently are waiting for a liver transplant. Each year, approximately 2,000 Americans die waiting for a liver to become available. ●

MGH website sports a new look

In an effort to raise awareness about the new look and features of the MGH website, the Marketing Department hosted Web Day 2002 Sept. 26. More than 200 MGH departments now share the new look and the navigation bar, which contains the MGH logo, the department name, address and an image of the Bulfinch building. To familiarize MGHers with the site, which is located at *www.massgeneral.org*, a "Take the Pledge" contest is being held to encourage MGHers to use the site as their home page. To enter, visit *www.massgeneral.org/webday2002* by midnight Oct. 8 and sign up to win a $100 American Express gift certificate. For more information about the MGH website, call (617) 724-2854.



Viewers visit the MGH website at a Web Day information table.

The Kresge Challenge

Gifts take many forms: MGHers contribute

In so many ways, MGH staff and employees are the hospital's strongest supporters. MGHers give to the hospital every day. Since the launch of the 2002 MGH Physician and Employee Campaign for the Kresge Challenge in June, MGH staff and employees have given even more to the hospital in a special way.

The Kresge Challenge was established as an opportunity for MGHers to donate monetary gifts to the hospital. The challenge came about last winter when the MGH received a $2 million challenge grant from the Kresge Foundation. Earmarked for the phase one construction of the new Yawkey Center for Outpatient Care, the $2 million will be granted to the MGH if the hospital raises $63 million in new gifts and enlists the support of a large number of physicians and employees to help fulfill the campaign's fundraising goal in an 18-month period.

As of Sept. 16, more than 800 MGHers have already contributed to the challenge, bringing the hospital even closer to its fundraising goal. This special publication is dedicated to recognizing those physicians, nurses and employees who have contributed to the Kresge Challenge so far. This is the first of several recognition lists to be published. Also included in the participation is the full support of the hospital's Board of Trustees. Every contribution makes a difference, and your support is appreciated.

For more information about how you can make a difference by participating in the Kresge Challenge, call (617) 724-8755 or visit *www.mghgifts.org/employeecampaign.*

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Mr. and Mrs. Timothy Ackerman
Dr. Martin A. Acquadro and Jean M. Acquadro, RN
Dr. Jonathan Adler
Dr. Barry Agranat
Dr. Cary Akins
Dr. James S. Allan and Dr. Susan E. Sunbury
Dr. Anne Althausen
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MGH Revere opens new school-based health center

The MGH Revere HealthCare Center held a ribbon-cutting ceremony Sept. 17 to celebrate the opening of a new school-based health center at Revere High School.

The new health center is staffed by an MGH Revere nurse practitioner. Physicians and mental health counselors also are available at the location. The new center's staff primarily focus on the care of adolescents and work with students, teachers, administrators and parents to promote quality health care for all Revere High School students.

MGHers at the ribbon-cutting ceremony

ADVANCES

Alzheimer's-associated enzyme elevated in key brain areas

MGH researchers have found that the amount and activity of an enzyme associated with the creation of amyloid-beta protein — the sticky fragments making up the plaques found in the brains of people with Alzheimer's disease — are elevated in parts of the brain where those plaques most frequently occur. Levels of the beta-site amyloid precursor protein (APP)-cleaving enzyme (BACE) were significantly higher in the temporal cortex and frontal cortex of brain tissue from patients with Alzheimer's disease than in control patients.

BACE also is known as beta-secretase, one of two enzymes that clip or cut the larger APP into fragments that include amyloid-beta. The report in the September issue of *Archives of Neurology* may improve understanding of the most common form of Alzheimer's disease. "Our key finding is that beta-secretase activity — the efficiency of how the enzyme works — is increased in Alzheimer's diseased brains specifically in those areas affected by the disease," says Michael Irizarry, MD, of the Alzheimer's Disease Research Unit in the MGH Department of Neurology, the paper's senior author. "The beta-secretase increase persists and even increases throughout the duration of the illness, which may make this enzyme a useful target for treatment."

The researchers also note that increased production of amyloid-beta protein by mutations in the genes for APP or for gamma-secretase, the other clipping enzyme, contributes to amyloid plaque formation in rare inherited forms of Alzheimer's disease. The current findings about BACE changes in the brains of patients with Alzheimer's disease provide compelling evidence that increased amyloid-beta production also is important in sporadic Alzheimer's disease, by far the most common form of the disease.

Irizarry's co-authors are Hiroaki Fukumoto, PhD, first author; Bonnie Cheung; and Bradley Hyman, MD, PhD, all of the Alzheimer's Disease Research Unit. ●

MGHers display their talent at POPPS Fair

This year's annual MGH amateur photography contest resulted in winners of four categories — people, landscape, animal and miscellaneous. Donna Scannell of MGH Radiology won in the "Best People" category with a picture of her daughter, Isabella *(shown below)*. Scannell's winning photo, along with the other entries, was displayed at the Police and Security, Outside Services, Photography and Parking (POPPS) Fair Sept. 26.

This year's POPPS Fair focused on community policing and covered a wide range of topics to help keep the MGH community safe. Several other MGH departments, such as the Safety Department, HAVEN (Hospitals Helping Abuse and Violence End Now) and the Employee Assistance Program, also participated in the fair to showcase their programs.

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MGH**HOTLINE**

WHAT'S HAPPENING

Domestic Violence Awareness Month seminar

In recognition of Domestic Violence Awareness Month, the MGH Domestic Violence Working Group will present a seminar focusing on the response of the African-American community to domestic violence Oct. 10, from noon to 1 pm in the Wellman Conference Room. All employees are invited to attend. Lunch will be served at 11:45 am. For more information, call (617) 724-0054.

Depression screening day

The Employee Assistance Program (EAP) will host National Depression Screening Day Oct. 10, from 9 am to 4 pm, in VBK 427 for MGH employees and their family members. The screening is free, anonymous and confidential and takes approximately 15 minutes to complete. Mental health professionals will be available to review and discuss the test. The EAP also will present a seminar, "Depression and What You Should Know" with guest speaker John Herman, MD, of MGH Psychiatry, Oct. 11, from 12:30 to 1:30 pm in the Wellman Conference Room. The seminar will provide information about the symptoms and treatment of depression. For more information, call the EAP at (617) 726-6976.

MGH Pastoral Care Week

The MGH Chaplaincy Department will celebrate Pastoral Care Week Oct. 10, from 10:30 am to 1:30 pm in the Main Corridor. Staff, patients and families are welcome to attend a service at noon in the MGH Chapel, which will feature music by Inca Son Music of Peru. Information about Chaplaincy services and religious and spiritual resources will be available in the Main Corridor, from 10:30 am to noon.

Materials Management Week

The Materials Management Department will recognize National Materials Management Week Oct. 6 to 12. Photos of Materials Management employees will be displayed on the employee recognition and announcement board located outside the Materials Management office in the Gray/Bigelow Basement, room BA010. For more information about other Materials Management Week activities, call (617) 724-0515.

New parking procedures

The MGH Parking Department will be converting to a central pay process in the Fruit Street garage Oct. 7 and in the Parkman Street garage Oct. 8. The validation desk in the Main Lobby will close Oct. 7. There will be signage at the desk instructing patients and visitors to go to the cashier window of the garage where the vehicle is parked for validation and instructions. There are no changes in the parking rates or to the employee-parking program. For more information, call (617) 726-8886.

Case Management Week

The Case Management Department will celebrate Case Management Week Oct. 6 to 12. A display table will be available in the Main Corridor Oct. 8 and 10 from 8:30 am to 5 pm. An MGH version of the TV show "Saturday Night Live," will be presented Oct. 9, from 2 to 3:30 pm in the O'Keeffe Auditorium. Nursing grand rounds will be held Oct. 10, from 1:30 to 2:30 pm in the O'Keeffe Auditorium. Louis Feuer, a nationally recognized lecturer, author and health care management consultant, will present a lecture, "Dealing with the Changing Health Care Times: It's Time to Break the Rules," Oct. 15, from 10 to 11 am in the O'Keeffe Auditorium. For more information about Case Management Week, call (617) 724-8252 or (617) 724-8561.

Kenneth B. Schwartz Center annual dinner

The Kenneth B. Schwartz Center will celebrate its seventh anniversary at its annual dinner Oct. 30 at the Westin Hotel, Copley Place. A reception will be held at 5:30 pm. The dinner will be at 7 pm and will feature a performance by Beth Nielsen Chapman and a presentation of the fourth annual Compassionate Caregiver Award. Tickets are $200. For more information or to purchase tickets, call (617) 724-4746.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

Ether Day celebration

Ether Day will be celebrated this year at the MGH Oct.11 at 2 pm under the Bulfinch Tent. During this special celebration, employees will be recognized for their length of service. Ether Day pins will be distributed to department heads Oct. 2 to 6. Ether Day flowers will be distributed to departments Oct. 11. An invitation-only dinner for MGHers who have served at the hospital for 20 years or more will be held Oct. 17 at the Boston Marriott Long Wharf Hotel. For more information, visit *http://is.partners.org/hr/affiliates/mgh/etherday/html.*

October 11, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

United Way helps MGH patients in need

The Parsons came a long way from their native Louisiana so that their 4-year-old daughter could be treated at the MGH for a life-threatening illness. Not knowing anyone in the Boston area and unable to afford the high-priced hotels, the Parsons weren't sure where they would stay during their daughter's monthlong treatment period.

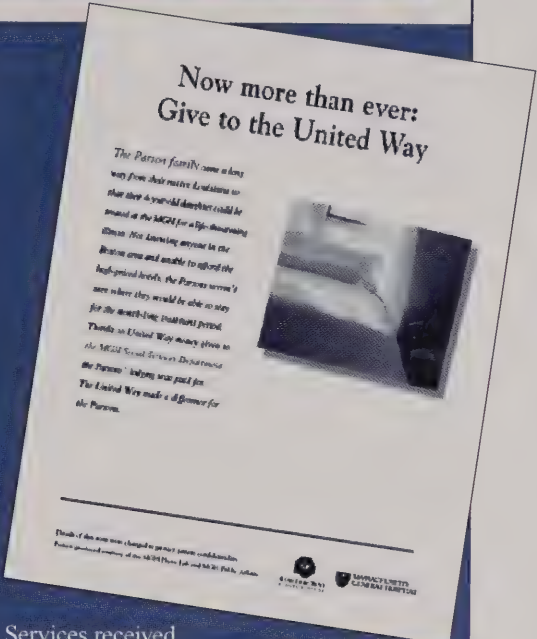
Thankfully, the MGH Social Services Department was able to help the family using United Way funds. The money was used to subsidize the family's stay at the MGH Beacon House, a facility operated by MGH Social Services. The arrangement enabled the Parsons to stay close to their daughter during her treatment.

This story is just one example of how the MGH can respond to patients and families in need with the help of United Way funds. The Parsons' story and five other MGH patient stories are being featured on posters and fliers *(see example at right)* that are distributed throughout the hospital to illustrate the importance of United Way donations. The details of these patient stories were changed to protect confidentiality.

Despite the large number and variety of social services available, not all patient needs are always met. In an agreement between the United Way and the Massachusetts Hospital Association, hospital social service departments may receive some United Way funds to fill in the gaps in services to support the needs of patients and their families. These types of emergency, one-time costs are ways MGHers' contributions are most effective in helping those in need with the help of the United Way.

Funding from the United Way is awarded to the MGH Social Services Department when there is an increase in the money raised during the hospital's campaign from one year to the next. Last year, MGH Social Services received approximately $13,000 that helped provide extra care to patients and their families.

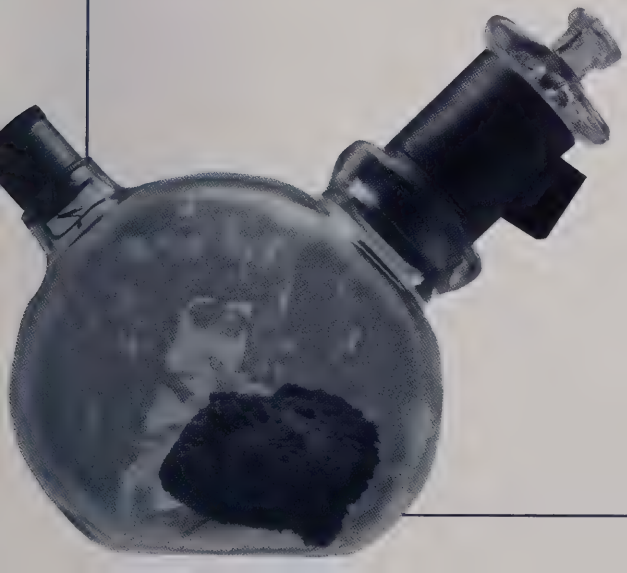
MGHers will have the opportunity to donate to the United Way when pledge cards are distributed to employees and staff with their paychecks Oct. 17.



Now more than ever:
Give to the United Way

For the 57th year, MGH honors employees and staff on Ether Day

It is a day of celebration that has been recognized at the MGH for the past 57 years — Ether Day. It is a time to honor MGH employees and staff for their commitment and length of service to the hospital. Their day-to-day accomplishments, large and small, embody the vision and dedication that was inspired 156 years ago, when a milestone event took place at the MGH that would forever change the medical world — the first-ever public demonstration of ether used as an anesthetic. It was on Oct. 16, 1846, that the idea of pain-free surgery became a reality.



William T.G. Morton, a Boston dentist, administered the anesthetic to a patient, rendering him unconscious in the operating theater on the top floor of the Bulfinch Building — now called the Ether Dome. MGH co-founder John Collins Warren, MD, surgically removed a vascular tumor from the patient's jaw in a pain-free procedure. Because of that medical phenomenon, MGHers now celebrate Ether Day on a day in October, close to the anniversary of that historic surgery.

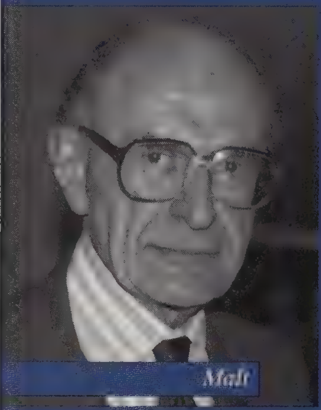
This year's annual Ether Day celebration is held Oct. 11, with a reception in the Bulfinch Tent. A special presentation honors the more than 1,800 employees and staff who have worked at the hospital for 5, 10, 15, 20, 25, 30, 35, 40, 45, 50 and 60 years. The honored employees receive pins and colored flowers distinguishing years of service. Inserted in this issue of *Hotline* is a listing of this year's honorees.

Congratulations and thank you to all MGHers who are honored this Ether Day. ●

In memoriam: Ronald A. Malt, MD

Ronald A. Malt, MD, a longtime MGH surgeon and former chief of Gastrointestinal Surgery, died at the Newton-Wellesley Alzheimer's Center Oct. 5 at the age of 70. An MGH surgeon, teacher and researcher for more than 35 years, Malt was best known for leading the team that accomplished the first successful reattachment of a human limb.

Malt was the MGH chief surgical resident in 1962 when 12-year-old Everett Knowles of Somerville arrived at the hospital, his right arm having been torn from his body when the freight train from which he was hanging passed a stone abutment. Since the successful reattachment of Knowles' arm — an event covered by media around the world — the MGH has continued to be a leader in replantation surgery.


Malt

The event was only the first high point in Malt's distinguished career. Leslie Ottinger, MD, former director of the MGH Surgical Residency Program, says: "Ron was a brilliant person, who sought excellence in everything he did. He conducted a productive research laboratory dealing with protein biochemistry for decades and was an outstanding, innovative clinical surgeon."

Malt was most proud of his achievements in academic medicine. He was a professor *emeritus* of Surgery at Harvard Medical School. Upon his retirement in 1997, W. Gerald Austen, MD, then MGH surgeon-in-chief, said, "Ron has truly enjoyed his teaching relationships with his residents and fellows, and they have loved their experiences with Ron."

Malt, far left, with Knowles, right

Memorial gifts can be made to the Ronald A. Malt Surgical Residents Fund, c/o the Tribute Program, MGH Development Office, 100 Charles River Plaza, Suite 600. A memorial service is being planned for a later date.

Safely strapped in

MassGeneral Hospital for Children teamed up with Jordan's Furniture, the Massachusetts State Police and Kelly's Roast Beef Restaurant Sept. 25 to provide free children's carseat safety checks. During the four-hour event at Jordan's Furniture in Natick, 97 carseats were inspected and installed or replaced if necessary by certified carseat safety technicians. Parents also received hands-on lessons about how to properly install a carseat. ●

Kristin Mulready with her son Connor

Singing and swinging at Fenway

Jennifer Jackson, administrative director for MGH Radiation Oncology, *(below)* had the opportunity to sing the national anthem to a stadium full of cheering fans at the Sept. 18 Red Sox vs. Cleveland Indians game. It was the last game of the season that the MGH PERKS program had participated in, with close to 600 MGHers and Partners employees packing the stands at Fenway Park. ●

Ether Day 2002

October 11, 2002

Each year on Ether Day, the MGH recognizes employees for their dedication and length of service. On Oct. 11, the following employees will be recognized for their years of service to the hospital community.

FOR SIXTY YEARS

PAUL ZAMECNIK

FOR FIFTY YEARS

JOSEPH BLANCHARD
W. HARDY HENDREN

FOR FORTY-FIVE YEARS

GEORGE BAKER
WILLIAM BECKER
BARBARA DEWEY
AGNES FLAHERTY
WILLIAM HARRIS
WILLIAM MCNEELY
JOHN MELCHIN
ROBERT OJEMANN
DWIGHT ROBINSON
EARLE ROSENBERG
PETER YURCHAK

FOR FORTY YEARS

BARRY AGRANAT
JO BENJAMIN
VERNE CAVINESS
CECIL COGGINS
CLAIRE FARRELL
CAROL GHILONI
JOHN HARTHORNE
JAMES LEHRICH
MICHAEL MARGOLIES
ROBERT MOELLERING
CHERYL NORTON
WILLIAM OTTO
PETER ROSENBERGER
PHILIP SALIB
MARTIN WOHL

FOR THIRTY-FIVE YEARS

ROBERT ACKERMAN
DANIEL BALLANTINE
KARL BENEDICT
MARIE BENNETT
DAVID BREWSTER
ELIZABETH BURNS
JOHN BURNS
BARRY CALLAHAN
EDWIN CASSEM
GEORGE CHAPPELL
ALEXANDRA CHRZANOWSKI
ELIZABETH COUGHLIN
GEORGE DAVIS
JAMES DINEEN
ROBERT DONOFF
ELIZABETH DOOLING
ANN DURFEE
LEON EISENBERG
PETER ELIAS
LEONARD ELLMAN
ALICE FAY
MIRIAM FERN
MICHAEL GOLDFEIN
MAURY GOLDMAN
ROSE GUANCI
ARNE HALVORSEN
ELEANOR HANNA
GARY HART
ROSEMARY JAROMIN
PATRICIA KELLEHER
JELTJE KOUMANS
JEAN KOZLOWSKI
JOAN KOZLOWSKI
DEMETREOS LAMBRENOS
CAROLE LYONS
MICHAEL MCGONAGLE
ELLIOTT MILLER
MICHAEL MURPHY
ELISABETT PACI
DINESH PATEL
ROBERT SLOANE
CAROLYN SPRICH
CLARE SWAN
MARILYN SWENSON
STANISLAW SZYFELBEIN
MILDRED TAYLOR
PEARLIE TRAYLOR
MARSHA WATSON
ARLINE WHYEL
BETTY WOODHOUSE
HUGH YOUNG

FOR THIRTY YEARS

MARIE ALLIEN
ROBERT ALLIEN
CHRISTOS ATHANASOULIS
JONATHAN BORUS
IEVA BROKS
ROCHELLE BUTLER
AUDREY BYRNE
MARGARET CAROLAN
RITA CASONI
PATRICIA CERAR
SALLY CHEFFY
NOAH CHOI
LUCY CHRISTMAS
CECILIA COLEY
JOAN CONNERTY
JEFFREY COOPER
JOHN CORREIA
ELEANOR COTTER
KENNETH DAVIS
MATTHIAS DONELAN
DOROTHY DONOVAN
ROBERT DROSTE
SUSAN EASTHAM
SHERMAN EISENTHAL
JOSHUA FELDER
CATHERINE FLETCHER
SYLVIA GIOULIS
STEPHEN GORMLEY
RONALD GREENE
JACQUELINE GROSS
JAMES GROVES
DEBERA GRZYBEK
ELIZABETH HARMON
BETTE HARRIS
TONY HAWKINS
NIALL HENEY
FRED HOCHBERG
ROWEN HOCHSTEDLER
DONALD KAUFMAN
SALLY KECK
DAVID KEITH
DONALD LANS
ROBERT LEFFERT
MARJORIE LEMAY
RICHARD LIBERTHSON
MARIA LUONGO
KEVIN LYNCH
CLARA MAHONEY
CELINE MANI
HENRY MANKIN
CATHERINE MANNIX
THEO MANSCHRECK
MELANIE MILLER
SUSAN MOORE
KATHRYN MOULAISON
A. ROBERTA NEMESKAL
ESTHER ODETTE
ANGELA RAIS
ASTRIDA RAMRATH
BERNADETTE REILLY-SMORAW
SUSAN RIESE
LINDA ROTH

Paul Zamecnik MD, DCS (60 years)

Paul Zamecnik, MD, of the MGH Department of Medicine, is recognized for his contributions to the understanding of protein synthesis and genetic medicine. He attended Dartmouth College in 1933 and graduated from Harvard Medical School in 1936. He was a Moseley Traveling Fellow at the Carlsberg Laboratories in Copenhagen during World War II, from 1939 to 1940. He returned to the United States to complete the fellowship at the Rockefeller Institute. Zamecnik was director of the Huntington Laboratories for Cancer Research for HMS, from 1956 to 1979. He continues to operate a research laboratory at the Charlestown Navy Yard, studying drug resistant tuberculosis, cystic fibrosis and Huntington's disease. His awards include the MGH's prestigious Warren Triennial Prize in 1946, 1950 and 1998. He also won the Lasker Award for Lifetime Achievement and the National Medal of Science.

Joseph H. Blanchard (50 years)

Joseph Blanchard was 20 years old when he came to work for the MGH in December of 1952. He was hired as a storeman in the Dietary (now Food and Nutrition Services) Department. He was promoted to head storeman after only two years. His conscientiousness in conserving hospital resources, along with his work ethic became widely known and admired.

In 1965, Blanchard transferred to the Purchasing Department as a buyer. He was promoted to purchasing agent in 1977. In 1978, he submitted and implemented 91 cost savings ideas, saving the hospital a total of $97,682. He was a leader in the hospital cost reduction program in 1979 and 1980 and continued submitting cost reduction ideas well into the 1980s.

In November 1994, Blanchard decided to retire. After 42 years at the MGH, he decided it was time to collect his pension, but it didn't mean it was time to stop working. He reduced his hours to one day a week and became a database coordinator in Operating Rooms Administration, where he still works today.

MICHAEL SARNO
MICHAEL SCARPELLI
ROBERT SCHNEIDER
LAWRENCE SELTER
MARGARET SINDORIS
DONALD SMITH
ARTHUR SOBER
JANET SPIERS
WANDA SZYFELBEIN
JENNIE TALLEY
MARY THEROUX
XENIA TONEY
CAROL TRAHAN
SUSAN TULLY
KATHLEEN ULMAN
GRACE VARGUS
ELIZABETH VIANO
MONIKA WALKER
SARA WESSINGER
BARBARA WILKES
GEORGE WOOD III
JOANNE WOOLDRIDGE
ISABEL YODER

FOR TWENTY-FIVE YEARS

PHILIP AMREIN
THOMAS ARETZ
JOHN ARMOUR
WENDYLEE BAER
VIOLA BAKER
SALVATORE BASTA
WILLIAM BELYEA
IMMACULA BENJAMIN
LINDA BISHOP
VINCENT BONAVENTURA
LAWRENCE BORGES
JOAN BRACCIO
MARYBETH BRONSON
NANCY BROWN
ROBERT BROWN
ALAN BURNS
LEILA CARBUNARI
CHERYL CARLSON
MICHAEL CAULEY
MARGARET CAULFIELD
GINER CHAPPELL
MYRTLE CHASE-POWERS
LISA CLARK
HERBERT COOPER
JAMES CORBETT
ANDREW CORCORAN
DOROTHY CORREIA
MARIE CURCIO
THOMAS CURTIN
MICHAEL D'AMBRA
NANCY DELANEY-PERRY
ISABELLE DELLO IACONO
JOSEPH DIBENEDETTO
CAROLYNN DIRIENZO
SANDRA DISTASO
JANE DRESKIN
SUZANNE DRUMMY
LUC DUMORNAY
ELLEN ENGLISH
KATHY EVANS
GERALDINE FLYNN
JUNIOR FORDE
MAUDELINE FORRESTER
RANDALL GAZ
STUART GELLER
LEO GINNS
PETER GOLDBERG
ANTHONY GOVAN
CATHERINE GRIFFITH
ZEDIKIAH GRIFFITHS
MARY GUANCI
MARYELLEN HALLIWELL
DAVID HARMON
GARNER HAUPERT
BARBARA HILL
ARTHUR HOGAN
EILEEN JONES
DARAN JONES YOUNG
LESLEY KAUFMAN
COLLEEN KIGIN
MICHAEL KING
RONALD KLEINMAN
MARY KRAFT
PATRICIA LALLY
PATRICIA LAWLOR
PATRICIA LIVINGSTONE
DAVID LOVEJOY
MARY LOWE
MARY MACLEOD
CHERYL MADDEN
JANE MAIORANA-KELLEY
MADELYN MARS
PATRICIA MARTIN-MCBRIDE
PHOEBE MATTHEWS
MARJORY MATTSON
JEAN MCAULIFFE
HERBERT MCCABE
MAUREEN MCCARTHY
KATHRYN MCKEE
SHARON MELANSON
ELIZABETH MONTGOMERY
SUSAN MORASH
ROSALIN MORGAN
LORRAINE MORIARTY
MARY MULDOON
JOHN MUNZENRIDER
JOAN MURPHY
KATHLEEN MURRAY
BARBARA NATH
PATRICE NICHOLAS
NANCY OBRIEN
ELAINE O'HARE
KATHLEEN OTOOLE-DAVIS
JUDY PAGLIARULO
MARION PARKER
EDWARD PENTTILA
MARIE PIERRE
DOROTHY PIRANIAN
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ANN RINALDI
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STEPHEN ROMANSKY
LYNNE ROPER
DOUGLAS ROSS
MARINA RUSSO
JOSEPH SANTORO
NANCY SARTORELLI
AMANDA SAVAGE
JULIA SHEA
SUSAN SHEA
JOHN SHEEHAN
PAUL SHELLITO
JOHN SILISKI
COLLEEN SNYDEMAN
JEANNE SPINDLER
JOAN STACK
DIANE STANLEY
FREDERICK STODDARD
CONSTANCE STONE
EDDIE STURGIS
ANN SZYMANSKI
WILLIAM TABB
FRANK TINO
BENJAMIN TREADWELL
ROBERT UVELLO
LEONARD WASILESKI
DONNA WHEELER
DEBRA WHITAKER
DONNA WOLFRUM
RONI WOODS
CAROL WOOL
PAMELA WRIGLEY
ROBERT YOUNG
CELINA ZANIEWSKI
NICHOLAS ZERVAS
RITA ZOLLO

FOR TWENTY YEARS

TINA ABATE
KATHLEEN ABBOTT
MARIA ALEXANDER-BRIDGES
LORRAINE ALLAN
ANA ANDRADE
ELIZABETH ANDREWS
ANNE ARMSTRONG
SUSAN ATAMIAN
NANCY AUCELLA
MEREDITH AUGUST
FREDERICK AUSUBEL
BERNADETTE BABINE
GAIL BADOLATO
ROSE BANNON
NANCY BARLETTA
DEBRA BELL
JERENE BITONDO
KATHLEEN BOYLE
DARRYN BRODIE
J. ROBERT BUCHANAN
KATHERINE BUNSZELL
DIANN BURNHAM
MARY CALABRO
VIRGINIA CAPASSO
THERESA CAPODILUPO
LORETTA CARDONE
ROBERT CAREY
BONNIE CARROLL
ALBERT CARTER
LINDA CATALDO
ZUYING CHEN
MARGARET CHERNAIK
JOANNE CLEGG
JOANNE CLIFFORD
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JOAN COLLINS
JEANNE COTTER
DIDIER CROS
KAREN CURELLI-NAHILL
MAUREEN DAHER
MAUREEN DALEY
MARY DAMATO
CAROL DANNER
JANET DAUPHINEE QUIGLE
LINDA DELGADO
KATHRYN DEVANEY
RITA DEVLIN
LINDA DINIUS
NELLIE DIXON
HELEN DOHERTY
TERRY DOHERTY
ANNGRAY DOIG

MAUREEN DONOVAN
STEPHEN DRAGOTAKES
ELIZABETH DRUCKER
LINDA DURHAM
SHEILA ELLEDGE
LORRAINE ELLIS
ANNE FISHEL
THOMAS FLOTTE
BARBARA GAGNE
JANE GALLEY-REILLEY
MARILYN GAMMON
EDITH GERINGER
MURIEL GILLICK
DOREEN GODES
DOROTHY GOODS
YVONNE GORDON
KAREN GRAHAM
KATHLEEN GRAY
CAROL GURSKI
LORRAINE GUTHRIE
PETER HAHN
MAUREEN HALL
DORIS HALLIDAY
EMILY HANDLER
CATHERINE HARRIS
TAYYABA HASAN
DIANNE HEISLEIN
LISA HENDERSON
LYNNE HERMOSILLA
DIANE HO
NANCY HOLLAND
GARY HOLMAN
WILLIAM HURFORD
JOHN HURLEY
CLAIRE HURST
PATRICIA IRGENS
GRACELYN ISCHIA
ESTHER ISRAEL
KATHLEEN JACKSON
MURALI JASTY
BARBARA JONES
BRUCE KALOW
CHRISTINE KANE
PATRICIA KANE
KAREN KEANE
PETER KELSEY
ELSIE KERRIGAN
JANET KIMBROUGH
JACQUELINE LALLY
KATHRYN LEVA
FRANCES LEVINE
JOAN LOVETT
JOAN LYNCH
JOREN MADSEN
MARYJANE MARTIN
ELIZABETH MARTINS
STEVEN MASON
ANNMARIE MCAULEY
VICTORIA MCCALLUM
LYNNE MCCUSKER
CHARLES MCKENNA
BRIAN MCKERNAN
KATHLEEN MCKOOL
JOHN MCNAMARA
IDA MEISTER
THERESA MICHEL
GREGORY MOULTON
KATHLEEN MULLEN
JOHN MURPHY
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KAREN MURPHY-LIND
ELLEN NASH
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RASMA NIEDRA
HARRIET NUGENT
JAMES O'CONNELL
LORNA OCONNELL
DEBORAH OSBORNE
EILEEN OSULLIVAN-YAMEEN
RENUKA PATEL
CHERIE PENSONEAULT
MICHELE PEPIN
DAVID PINCUS
RICHARD PLATI
MARK POLLACK
COLIN POWELL
FREDERIC PREFFER
SANDRA PUGSLEY
ANNA MARIE QUIRKE
PAULA RAUCH
WENDY RENDA
BETHYL ROSE
LENORA ANN ROSE
BRUCE ROSEN
KATHLEEN ROY
CHERYL RYAN
JOAN SASSO-CALLAN
JEANNE SAVAGE
ROBERT SAVAGE
DORIS SCALLY
KAREN SCHMIDT
ELIZABETH SCHNEIDER
JEAN SCOLLINS
BEVERLY SCOTT
BRIAN SEED
MARGARET SHAW
JAMES SMITH
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KATHLEEN SULLIVAN
LAURA SULLIVAN
PAUL SUMMERGRAD
PEGGY SWEATMAN
SANDRA SWEETNAM
MICHELE SZABO
LAUREL TENNEY
BOYD THOMPSON
WILLIAM TIMMINS
KAREN TRIGILIO
LISA VASSALLO
EILEEN WALL
MARILYN WATKINS
JEFFREY WEILBURG
PATRICIA WHITE
CHRISTOPHER WILLETT
MARY WILSON

FOR FIFTEEN YEARS

STEVEN ABLON
JUDITH ADAMS
CHARLOTTE AGOSTINI
SUZANNE ALGERI
JANET ALLEN
CAROL ALLFATHER
JO ALTSCHAEFL
STEVEN ATLAS
LAURA BARRON
INGRID BECKLES
CHRISTINE BENOIT
MARIANNE BENOIT
JEAN BERNHARDT
DENISE BERNIER
MARY-LIZ BILODEAU
MARVA BODDENCARR
CYNTHIA BOIVIN
PIERRE BORCZUK
DAVID BORSOOK
JEAN BOURSIQUOT
SHANNON BRADY
ANDREA BROWN
CARLTON BROWN
BRADLEY BUCHBINDER
BRUCE BUNNELL
MEG BUOTTE
WILLIAM BUTLER
LINDA CAHILL
SHEILA CANN
BARBARA CAREY
LINDA CARROLL
FRANK CASALETTO
JULIANNE CASIERI
JEAN CELESTIN
PAULA CHAMBERLIN
YEE CHAN-AU
HENRIEL CHERY
RALPH CHRISTIE
CAROL CIMINO
DIANE COCCA-SPOFFORD
DESIRE COLLEN
LAURA COLLIER
CLAUDIA COMERFORD
NUALA CONROY
ROBERT COOKE
MICHELLE CORDEIRO
MARGARET CORLISS
ROBERT COULTER
LAURA CRAIN
SHEILA CREWE
CARMEN CRUZ
ALICE CURNIN
LISA D'ALLEVA
BRENDA DALESSANDRO
MAUREEN DALY
GHALEB DAOUK
SHARON DARAK
JOANNE DAVIS
PHILIP DAVIS
SUSAN DECOSTE
ROBERT DELANEY
FRANCOISE DESIR
SUSAN DIBATTISTA
DEAN DONAHUE
JOAN DONAHUE
DANIEL DOODY
GREGORY DOYLE
AMANDA DROSTE
GEORGE EBERT
ALICE EDMONDS
WILLIAM ELMORE
MARY EMANUELE
SABRINA FEDERICO
NALTON FERRARO
MARIA FERRUSI
NANCY FERULLO
DIANE FINGOLD
KATHRYN FINNI
PATRICIA FLAHERTY
LAUREEN FLANAGAN
KAREN FLYNN
KEVIN FOLEY
PAULA FORGET
SANDRA FORMICA
GINA FOX

W. Hardy Hendren, MD (50 Years)

W. Hardy Hendren, MD, graduated from Harvard Medical School (HMS) in 1952. After surgical training at the MGH and Boston Children's Hospital, he developed the MGH Division of Pediatric Surgery. In 1982, he was appointed chief of Surgery at Children's Hospital and later became the Robert E. Gross Professor of Surgery at HMS. He has been president of the New England Surgical Society, the Boston Surgical Society, the Massachusetts Chapter of the American College of Surgeons, the American Pediatric Surgical Association and the Society of Genitourinary Reconstructive Surgeons. He also was vice president of the American College of Surgeons. Other honors awarded to Hendren include the Bigelow Medal of the Boston Surgical Society, the William E. Ladd and the Urology medals of the American Academy of Pediatrics and the Valentine Medal of the New York Academy of Medicine. Hendren currently holds appointments as visiting surgeon at the MGH, chief of Surgery Emeritus at Children's Hospital, and Distinguished Robert E. Gross Professor of Surgery at HMS.

BARBARA FOY
CLAIRE FUNG
ELAINE GAFFNEY
BARBARA GALLAGHER
JOAN GALLAGHER
JANET GALLANT-CHAMBERS
MARTHA GARLICK
LISA GARRETT
JONATHAN GERTLER
ROBERT GERVET
NANCY GIESE
PATRICIA GILL
MARK GIRARD
MARK GOLDBERG
TERESA GOODRICH
SYLVIA GORDON
KEVIN GRACE
FIONA GRAEME-COOK
VALERIE GRANDE
KELLEY GREALISH-KELLY
SANDRA GREENE
KAREN GRIFFIN
ANDREA GWOSDOW
LISA HAGGARTY
SUSAN HARKINS-COONEY
ELIZABETH HEDBERG
KRISTY HENDRICKS
MARY HENNESSEY
MARGARET HICKEY
KENNETH HIGHLAND
JEAN HILL
COLLEEN HOFFMAN
SVEN HOLDER
MILENA HORAK
FU-MEI HUANG
JANE HUBBARD
JEANNINE HUGHES
KAREN HULSE
COLLEEN IUDICE
IK-KYUNG JANG
MARIE JEAN-MARY-THOMAS
DRINA JETTE
HERBERT JOHNSTON
KENNETH JONES
FERNANDO JOSE
PAULA KALTOFEN
LINDA KANE
SYBIL KENNEDY
VIBY KERR
ERIN KITTELL
BARRY KOSOFSKY
DAVID KREBS
MEEGHAN KUMMER
JOHN KYRIAKIS
YIN LEE
WILLIAM LEMOS
MARIE LEVEILLARD
WILLIAM LIPNOSKI
LORENZO LOPEZ
ANGE-MERRY LOUIS
DAVID LOUIS
JOSEPH LUMARQUE
PATRICIA LYNCH
KATHLEEN LYNCH
DEBORAH LYNCH-RODEN
JANET LYONS
JEANNE MACISAAC
MARIA MAGNANI
MICHEL MALAN
DONNA MALONEY
DAVID MARIA
MARGARET MARLEY
VICTOIRE MATHURIN
ESMAT MATTA
THOMAS MAUCERI
SUZZETTE MCCARRON
SUZANNE MCCARTHY
WILLIAM MCCARTHY
BRIDGET MCDONAGH
KAREN MCDONOUGH
LOIS MCGHEE
BARBARA MCLAUGHLIN
SHARON MCLAUGHLIN
NANCY MCMULLON
KIMBERLY MEEHAN
ORESTE MEROME
ELIZABETH MERRIAM
TIMOTHY MEUSE
GWENDOLYN MITCHELL
MARY MONAGHAN
GLORIA MORAN
ANNETTE MULLEN
THOMAS MULVEY
KEVIN MURPHY
MARIETTE MURPHY
PATRICIA MURPHY
JEAN MURRAY
LAURA NAISMITH
BETHANY NASSER
JEAN NELSON
ANDRZEI NIEMIERKO
NORINE O'MALLEY
MICHELE OLEARY
MARIA OMALLEY
SANDRA PALLADINO
WILLIAM PALMER
YOLENE PARIS
FIRDOSH PATHAN
KIM PELLERIN
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CAROL PERRONE
BENJAMIN PERRY, JR
RUDOLPH PETERS
LAURIE PETROVICK
HUONG PHAM
JANIS PIAZZA
MICHAEL PICARD
ANNE PICKERING
SUSAN PONSETTO
CAROL PRESTON
SUSAN PUNDT
CYNTHIA RAPPA
SUSAN RICCI
JUDY RIEKER
BARBARA ROBERGE
JESSE ROBERTS
DAVID ROMAGNOLI
DONNA ROMANO
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LAURENCE RONAN
DANIEL RYAN
FRANKLIN SANTOS
DOLORES SCADDING
ALAN SCHNEYER
CATHERINE SCIESZKO
MAUREEN SELUTA
DEBBIANNE SHAHIDI
KAREN SHAMMA
ELIZABETH SHAPIRO
GRETCHEN SHUBROOKS
LINDA MARI SHUMAN
DONNA SILVA
KAREN SILVA
PHYLLIS SILVERMAN
BRYANT SIMMONS
MARCIA SIMMONS
RODNEY SIMMONS
SUSANNE SIMONS
DIWAN SINGH
PATRICIA SMITH
ROGER SNOW
FRANK SOLDO
LISA SOLOMON
MARIA SOUSA
MADELEINE SPADEA
JUDITH SPAULDING
RECHELLE SPRAGUE
LILLIE SPRIGGS
CHRISTINE STEVENS
DARYLD STRICK
MARY SULLIVAN
DIANE SYMMES
MARSHA TENNIS
KAREN TIERNO
MICHAEL TOBEY
EUNICE TORRES
KATHLEEN TRAYNOR
VICTORIA TURBINI
ROBERT TYSZKOWSKI
SIMONE VERELIEN
JOHN VETRANO
JEAN VILARSON
CESAREO VILLA
CARLOS VILLEGAS
JANICE WALLS
HOWLAND WARREN
TRACY WATERHOUSE
CATHERINE WEAVER
TRACY WEBB
SIEW-LIN WEE
RONALD WEINBERG
DENISE WHALL-STROJWAS
ROBERT WHARTON
ROBERT WHITE
CHARLES WHITLOCK
SUSAN WHITNEY
GENEVA WILKINSON
WENDY WORNHAM
JANICE WRIGHT
MICHAEL YAREMCHUK
B. ROBERT YOUNG
CYNTHIA ZADAI
KAREN ZOELLER
ROBERT ZULLO

FOR TEN YEARS

NANCY AARON
DAVID ABATE
GALINA ACHILDIEV
BARBARA AKINS
RAE ALLAIN
JONATHAN ALPERT
ELIZABETH ALTERMAN
ARISTEO AMARO
JOSEPH AMBROZ
CABRINA ANDERSON
ROSELLA ANDERSON-BODDEN
CARIAPPA ANNAIAH
LORI APPLEMAN
ABDUL ASMAL
CATHERINE AYOUB
MELISSA BALDINO
ADRIANO BAPTISTA
DOMINGAS BARBOSA
TEREZINHA BARBOSA
MARK BARISH
KATRINA BASKIN
JOEL BASS
DUKENE BEAUBRUN
ROBERT BEAZLEY
BARBARA BECK
THOMAS BECK
LINDA BELSANTI
RUTH BENJAMIN
WILLIE BENNETT
BARBARA BERNIS
FRANCOIS BERTHIAUME
JONATHAN BOGAN
RYAN BOISSELLE
GILES BOLAND
LISA BOUCHARD
FREDERICK BOYCE
JUDITH BOYLE
SUSAN BREED
CAROLINE BREEN
AMY BRENNAN
JANICE BRISSETTE
ALICE BROOKS
IVIDA BROWN
JOANNE BROWN
LASTENIA BROWN
WILLIAM BRUGGE
EDUARDO BUDGE
JENNIFER BURKE
ASHLEY BUSH
VINCENZO CALAUTTI
ANTONIO CAMPOS
JOEL CANLAS
MARY CANNEY-ZINGG
LEONIE CANTAVE
BOB CARTER
CLARINDA CARVALHO
ELIZABETH CHAMBERLAIN-LANDIS
GEOFFREY CHAN
LISA CHANDLER
JOANNE CIESIELSKI
SCOTT CIESIELSKI
LORI CINELLI
ALEXANDRA CIST
PETER CLANCY
REBECCA COBURN
ARNOLD COHEN
ANDREW COLE
THERESA CONDON
MARY CORBETT
ASTRID CORDERO
MARYSOL COREAS
GARTH COSGROVE
ADELINA COSTA
MATEUS COSTA
ELEANOR COUGHLIN
BARBARA CRACKNELL
JENNY CRAMPE
DIANA CRISTOFORO
MARY CUNNINGHAM
TURGAY DALKARA
FRANKLIN DALY
ANTOINE DAVIS
JOYCE DAVIS
NANCY DECOSTE
THOMAS DELANEY
PATRICIA DELLA PELLE
NANCY DEROSA
GEORGE DESKO
THOMAS DETERS
ROBIN DEUTSCH

CHERYL DEYOUNG
JUDY DIENSTAG
ROSEMARIE DIMARTINO
FRANCIS DOHERTY
RONALD DONCASTER
LUCIA DOSSANTOS
LUCINDA DOSSANTOS
GIAN DOTTO
CHARLENE DOUGHERTY
DEBRA DUFFY
LINDA EDSON
ROBERT EGAN
LESLIE ELIACHAR
KATHLEEN ERWIN
ANNE ESPOSITO
DANNY EVANS
DEBRA FALLON
MARY FARR
RHONDA FEINBAUM
KAREN FERREIRA
TIMOTHY FERRIS
MARINA FESCHENKO
REBECCA FISHBEIN
DANIEL FISHER
MICHAEL FISHER
CAROLE FLEMING
NANCY FORGIONE
EMILIA FRANCO
MIGUEL FRANCO
NATALIA FRIEDMAN
DONNA FURMAN
ANITA FUSCO
JEANINE GAGNON
EILEEN GALVIN
JULIE GARDNER
MABLINE GENTLE
SHARON GERMANA
MICHAEL GILLESPIE
HERMES GONZALEZ
ERIC GRABOWSKI
SIMONE GRAHAM
TRACY GRAHAM
POLLY GRANT
JAMES GREENBERG
JOSEPHINE GRINGERI
STEVEN GRINSPOON
MARRYANE GUERRERO
DESMOND GUYTAN
KRISTINA HAKANSSON
LYNN HALE
AMANTHA HARGROVE
ISWAR HARIHARAN
JANE HARKER
STEPHEN HARKNESS
CHARLES HAYNES
KATHRYN HAYWARD
MARIA HEITH
DEBRA HENRY
ROWAN HENRY
KENNETH HERMAN
DEAN HESS
LORI HODGINS
ELIZABETH HOLMES
ROBERT HOLMES
WINSTON HOUSTON
MARY ANN HOWARD
ANDREA HOYT
BARBARA HUBLEY
GERALDINE HUGHES
DESLIN JACKSON
CHRISTINE JACOBBERGER
LEE JAFFE
BARBARA JANIS
TERRELL JOHNSON
DOROTHY JONES
FRANK JONES
JUDITH JONES
ROSE MARIE JONES-KING
ROBERT JORDAN
PATRICIA JORDANO
MIREILLE JOSEPH
ARTHUR JOYCE
RACHEL KAISER
BRIDGET KEARNS
MARJORIE KELLAND
ROBERTA KEOUGH
KRZYSZTOF KLINCEWICZ
WILLIAM KORMOS
DAVID KRAUSE
MARGARET LANAHAN
FRED LANZONI
COLIN LEECH
LOFANE LEON
LINDA LESLIE
STEVEN LEVENE
JOSEPH LOCASCIO
RUTH LUTHI-CARTER
AMY LYNCH
KATHLEEN MACNEIL
MARIE MACRORIE
MARGARET MACWILLIAMS
CAROL MAHONEY
DEBORAH MAHONY
JEANNE MAHONY
BARBARA MARINO
BARBARA MARSHALL
SAMANTHA MARTINO
GINA MATTHEWS
FRANTZ MAXI
LESLEY MAXWELL
LOUIS MCALOON
DAVID MCANENY
KATHLEEN MCCARTHY
AILIA MCCUTCHEN
MAUREEN MCGLAME
MARIA MCGOVERN
DIANE MCGRATH
SUSAN MCGREEVEY
JENNIFER MCINTYRE
MARY MCKEE
SHARON MCKENNA
TARA MCKENNEY
LUCY MEDINA
STEFFEN MEILER
DOUGLAS MELTON
CATHERINE MENDALKA
CARMEN MERCEDES
PETER MERKEL
SUSAN MICHAUD
DEBORAH MILLS
ANTONIO MIRANDA
RICHARD MIZNER
ATSUSHI MIZOGUCHI
EMIKO MIZOGUCHI
GAIL MONAHAN
CRISPINA MONTEIRO
ANTONINE MONTLOUIS
DAVID MOORE
DAWN MOORE
LYNN ARSLA MORAITES
LISE MOTHERWELL
CAROLYN MOULAISON
JIN MUI
JAMES MULL
KRISTEN MULLIGAN
SHAWN MURPHY
SUSAN MURPHY
LISA NAJAVITS
PAIGE NALIPINSKI
GIRISH NATHWANI
ZENAIDA NAVAS
DEBORAH NELSON
ROSEMARY NEWELL
S. WAYNE NEWELL
SANDRA NICOL
ANDREW NIERENBERG
LINDA NOLAN
MARIA OLIVEIRA
ROSARIO OMEARA
VILMA ORTIZ
LYNN OSBORN
LEANN OTIS
JEAN OTOOLE
LAURA PABON
SOJA PARK-BENNETT
KRISTIN PARLMAN
RICHARD PASTERNAK
HEMALI PATEL
GREGORY PAULY
GARY PERLMUTTER
ANGELA PERRI
LISLE PHILLIPS
JOSE PIRES
MARIA JOSE PIRES
CHERYL PIZZANO
DIANE PLANTE
MARIE MAUD POLYNICE
CARL PORTER
JEFFERSON PRINCE
CHARLES PU
KATELYN QUYNN
LAURENCE RAHME
INEZ RATTAN
G. WILLIAM REBECK
JOAN REEDE
TIMOTHY REESE
JOHN REILLY
ANTONIO RESENDE CARDOSO
SANDY RICHARDSON
SYLVIE ROBERGE
KATHERINE ROBERTS
MARK ROBINSON
ELLEN ROGERS
SUZANNE ROSE
ALICE ROTFORT
MARC ROY
MARY RUSSELL
SUZANNE SAMPSON
JAY SCHNITZER
ROBIN SCHOENTHALER
FRANCIS SCHOLZ
JOHN SCHULZ
LEE SCHWAMM
VINCENZO SCIBELLI
GIUSEPPINA SCOPPETTUOLO
NEVRIK SEFERIAN
JEFFREY SETTLEMAN
LASHAUN SHAW
MARISA SHEA
TOSHIHIRO SHIODA
ARTHUR SIEGEL
CHRIS SIMPSON
SHIRLEY SIMS
ROBERT SLATER
BARBARA SMITH
PATRICIA SMITH
REX SMITH
JENNIFER SMITH-WILLIAMS
ERON SNEAD
ROY SOBERMAN
KATHLEEN SOLOMON
THOMAS SPITZER
DAVID STANDAERT
KENNETH STEFFAN
CECILIA STEVENS
ROBERT STONE
SCOTT STRECKENBACH
SUSAN STREETER
DEBRA TASSINARI
MARYANN TATEOSIAN
MARIA TEIXEIRA
RICHARD TERRASS
BETTY THEODAT
SAMUEL THIER
WILLIAM THOMAS
ANNE THOMPSON
PATRICIA THOMPSON
KATHLEEN THURMOND
THELMA TISDALE
EDWARD TODD
CHARLES TODD
CHAKE TOKADJIAN
LISA TORRE
PABLO TORRES
THOMAS TOTH
LISA TRAINER
MARK TRAMO
SANDRA TRAYNELIS
MICHELLE TUCCI
WILLIAM VAUGHAN
ANN VELIE
PATRICIA WALCOTT
MAUREEN WARD
VIRGINIA WARREN
ANNETTE WASHINGTON
QING WENG
CATHARINE WETZEL
DIANNE WHELTON
BRENDA WHITE
ALFREDA WHYTE
HILDA WIGGINS
SHELLEY WINN
NAMG YAL
YU HUA YUCHAN
LONGHAI ZHAO

FOR FIVE YEARS

SARAH ABERNETHY
JOHN ABLON
JULIE ABRAMOFSKY
ERIN ABREU
PAMELA ACHESON
JAMES ACIERNO
SONIA AFRIN
ARVIND AGNIHOTRI
SUSAN AHERN
SHIHAB AHMED
OMOTAYO AJIBOYE
SVETLANA ALBERT
MARTINA ALBRIGHT
SHERWYN ALEXANDER
M. ALEXANDRE-ROMULU
WILLIAM ALLEN
DANA ALLISON
JUDITH AMBLER
DOMINHILLE AMBROSH
MAREK ANCUKIEWICZ

CHERYL ANDREWS
OTONIEL ANGEL
MAIDA ANTIGUA
DAVID ARMSBY
RESA LEWIS AROVAS
IMAN ASSIL
MAHJOUBA ATFI
DIANE ATTENBOROUGH
SARAH AUGOOD
EDWIN AVERY
DIMITRI AZAR
JINA BAE
ALEXA BAGNELL
JYL BAKER-DEDIER
AMELIA BARBOSA
GEORGE BARKER
MARIE BARON
ALINE BARROS CARDOSO
JANET BARRY
CAROL BATES
SARA BAUMINGER
SUSAN BAXENDALE
DENNIS BEGOS
MARY BELANGER
ELOISA BELEN-MARTINEZ
DAPHNE BELL
JEAN BELL
LORI BERKOWITZ
JOSEPH BERNARD
DEBORAH BEVENS
TRICIA BHOLA
JOELL BIANCHI
ROXANNA BILLINGS
LINDA BITHER
DEIRDRE BLAKE
JOAN BLUE
MICHAEL BLUST
KRISTIEN BONAGURA
MANUEL BONILLA
BRUCE BORGELT
JENNIFER BOTSFORD
BRETT BOUMA
ROSINA BOWMAN
STEPHEN BRADLEY
DIANA BRAINARD
RICHARD BRANDOLINI
KEVIN BREMS
MICHAELLE BRENEVILLE
SALLY BRENNAN
SANDRA BRINGHURST
EUGENIA BRITO EVORA
EDWARD BROMFIELD
AISHA BROWN
COSTON BROWN
GERALDINE BROWN
STANLEY BROWN
STEPHANIE BROWN
VICTORIA BROWN
RACHEL BROWNSTEIN
WILLIAM BRUNKEN
KATHRYN BRUSH
JEANNE BRYAN-RODRIGUEZ
MARY BUCKLEY
ANN MARIE BUDHAI
CLORINDA BUENAFE
PAUL BURKE
SHARON BURKE
SUZANNE BURKE
JANE BURLESON
SHERRI-ANN BURNETT
ARLENE BURNS
NICOLE BURSTON
LAURA BUSICK
DOLORES BUSTAMANTE
SHELDON BUZNEY
JUDITH BYFORD
CLIFFORD BYNOE
EDMUND CABOT
OLIVER CACHERO
CAROLYN CAIN
ANN CALDWELL
KATHLEEN CALLAHAN
PIERRE CAMELIEN
CECILLE CAMPBELL
LEE CAMPBELL
BLANCA CAMPOS
ARTHUR CANNON
JEAN CAPELLO
SHIRLEY CAPONE
MARY CAPORALE
DOREEN CARBONE
JANE CAREY
MARTIN CARON
OSCAR CARRANZA
FERNANDO CARRION
RAFAEL CARVAJAL
JAMES CASSADY
WALTER CASTANO
RONALD CASTOR
PHULBERT CAZEAU
MARIE CELESTINE
LYNDA CENTER
ASHA CHACKO
AIMEE CHALIFOUX
ANDREW CHAN
LAI WAH CHAN
MICHAEL CHANG
ROBIN CHANNELL
PAUL CHAREST
MICHAEL CHARNESS
MAUREEN CHEESMAN
YIN-CHING CHEN
K. CHERRY-SKORSTAD
DEBORAH CHESWORTH-MCDONALD
AMY CHEUNG
LYNNE CHEVOYA
NICOLE CHILDS
DANIEL CHIPMAN
EUN-KYOUNG CHOI
JULIE CHOI
CLAUDIA CHURCH
ROBERT CIRIELLO
MICHAEL CLAYTOR
SARA COBB
MARYANN COHEN
KATHRYN COLBY
CATHERINE COLT
MAUREEN COMIS
EDWARD CONLON
DEBORAH CONRAD
BETH CONVICER
JUDY CORBETT
ANNE CORE
LINDA CORLISS
PETER CORWIN
MICHAEL COSTIGAN
VICTORIA COTTON
CAROL COVITZ
BENJAMIN COX
CYNTHIA CROSBY
FRANCIS CROTEAU
MATH CUAJUNGCO
BEVERLEY CUNNINGHAM
ROSALIE CUNNINGHAM
SUSAN CURLEY
JENNIFER CURRAN
WILLIAM CURRY
JENNIFER CUSICK
CHERYL D'AMORE
KRISTEN DADY
DIANE DADY-GOLDSTEIN
KIRK DAFFNER
ARTHUR DAHL
YAN DAI
JOHN DALEY
PHILIP DALY
ANTHONY DANCEL
MINH DANG
DANIEL DANILA
LORI DARRAGH
DOMINGOS DASILVA
KIMICKO DAVIS
STEPHANIE DAVIS
DAVID DAWSON
CHARLES DEAROLF
THILO DECKERSBACH
SUZZUNNE DECRUZ
ANNETTE DEFARIAS
THOMAS DEISBOECK
ROBERT DEMLING
MICHIEL DEMOOR
KEVIN DENNEHY
LUQUE DENNIE
MARIA DEPINA
LYNETTE DESHARNAIS
RAHUL DESHMUKH
THOMAS DEWITT
DONNA DIAMOND
JOAQUIN DIAZ
FREDERICK DICK
DAVID DILLON
PAMELA DIMACK
JEANETTE DISABATINO
JOSEPH DISCHINO
ELIZABETH DITAVI
THUYHONG DO
HEATHER DOERR
JENNIFER DOHERTY
ROSE DOIG
MARIAN DOLBEARE
NATACHA DOMINIQUE
ZHI DONG
BRENDA DONOVAN
ELENA DONOVAN
WILLIAM DORSEY
DANIEL DORVILIER
KIMBERLY DOUCETTE
CATHERINE DRAKE
DENNIS DUARTE
ANIL DUBEY
SAMILLE DUDLEY
ANTHONE DUNAH
BERNADETTE DUNBAR
ELIZABETH DUNCAN
KASANDRA DURHAM
JEFFREY ECKER
LAMBERT EDELMANN
EILEEN EDMONDS
IRENE ELIAS
STACEY ELLENDER
JEAN ELLIOT
MARY ELLIS
IGOR ELMAN
STACY ENGEL
DENA ESPER
AMY FAGAN
EILEEN FAGGIANO
GORDON FAIR
ANDREA FALTHZIK
MARK FANNING
LORRAINE FANTON
SAID FARES
JULIE FARINO
MARK FARRIN
SHARON FEE
MARIA FERNANDES
HERMINA FERNANDEZ
ZOILA FERNANDEZ
LARISA FERRARA
CRISTINA FERRONE
STEVEN FESKE
MACIE FINKELSTEIN
CHRISTINE FINN
BRUCE FISCHL
EILEEN FLAHERTY
DEIRDRE FLEMING
LORI FLEURY
SUSAN FLOOD
SHARON FLORAMO
JOSE FLOREZ
JEANNE FLYNN
ANGELA FORBES-SUMMERS
CAROL FORDE
FREDERICK FORDE
JENNIFER FORSHEY
ANNE FOX
MARCEL FRANCOIS
ALEXANDER FRIEDMAN
JENNIFER FRIEDMAN
MARIA FURTADO
FRANCIS FYNN-THOMPSON
MARIA GAFFNEY
JANICE GALINSKY
DONNA GALLAGHER
GEORGE GALLAGHER
JANET GALLAGHER
ELIZABETH GANDOLFO
ARIEL GARCIA
INGRID GARCIA
JONATHAN GATES
CATHERINE GAUTHIER
PAULA GAUTHIER
DAVID GAYNOR
MICHAEL GENERAZZO
ESTINVIL GEORGEON
JOCELYN GEORGES
FRANCOISE GIGUEL
EILEEN GILLIS
TIMOTHY GIROUARD
DEBORAH GLEASON
JOHN GLIDDON
JENNIFER GOBA
MARY GODIN
EILEEN GODWIN
CYNTHIA GOLDMAN
JILL GOLDSTEIN
HERMAN GOMEZ
MICHELLE GONG
VICTORIA GONZALES
CELIA GONZALEZ
SALVADOR GONZALEZ
WANDA GONZALEZ
CAROL ANN GOULD
PHILIP GOULDER
ANTWONNE GRAHAM
BERNEY GRAHAM
PAMELA GRAHAM

BEATRIZ GRAJEDA
TARA GRANT
SEAN GRAY
JANET GREENLEAF
JAMES GREER
HEIDI GRIFONI
TRACY GRIKSCHEIT
JULIE GRIMMER
FRANCES GROHMAN
ROBIN GROSSMAN
JANE GUELI
DAMARY GUZMAN
KELLY HAAS
COLLEEN HADIGAN
NOUCHINE HADJIKHANI
KAREN HALPIN
SENAD HAMZIC
WON HAN
ANN HANAFIN
ROSALIE HAND
ROBERT HANDIN
REBECCA HANSON
CHRISTOPHER HARDY
DANA HARPSTER
AIMEE HARRIS
GORDON HARRIS
KAREN HARTY
FAYSAL HASAN
TAKUMA HAYASHI
EULA HAYLING
ANGELA HAYNES
COLLEEN HEADLE
DONATELLA HEBERT
MARY HELLENGA
CATHERINE HELYAR
JOSEPH HENRY
PHILLIP HENRY
JASON HERMANN
ERICA HERZOG
NOEL HESS
MARY BETH HETHERTON
JUDITH HIGGINBOTHAM
KRISTEEN HILLIER
SHAWN HILLIER
RIDWAN HIMAWAN
DENISE HINTON
SADAF HODA
URSULA HOEHL
CHRISTINE HOLBOROW
REGINA HOLDSTOCK
SHERMAN HOLTZMAN
RALPH HONORE
ROBERT HOPKINS
CHRISTOPHER HOUGHTALING
SUSAN HOUGHTON
CATHERINE HOVASSE
PAUL HOWES
SHU-CHEN HSU
VICTORIA HUBACHECK
MARILYN HUGHES
MARK HUGHES
ALBERT HUNG
REBECCA HUNG
KERRI HUNT
MYRTHLENE HURST
LAURA HYNES
WILLIAM HYNES
YASUSHI INO
CAROL ISHKANIAN
SABINA ISLAM
MANJU IYENGAR
DENEYA JACKSON
KRISTEN JACOBSEN
ANNE JACOBSON
MICHAEL JAKLITSCH
MARIANNE JAMES
KELLY JANKOWSKI
JAMES JANUZZI
AUDREY JASEY
JOSEPH JEAN
NEILA JEAN-CHARLES
KEENA JEAN-EZNA
CARLY JEAN-FRANCOIS
CYNTHIA JENKINS
FRANCES JENSEN
KATHY JOHNSON
LINDA JOSE
ANGE MARIE JOSEPH
MIRLENE JOSEPH
LEE JOSEPHSON
EILEEN JOYCE
CAROLYN KAELIN
STEVEN KALKANIS
VERONICA KANE
PHILIP KANTOFF
ANGELA KAROGIANNIS
MARSHA KARTZMAN
SEKAR KATHIRESAN
TATSUO KAWAI
BARRY KAYE
TIMOTHY KEANEY
KRISTI KEAVENEY
BARBARA KEEFE
ABIGAIL KELLIHER
SHARON KELLY-SAMMON
MARIE KERRIGAN
WAFAE KHAYATI
OLGA KHMELNIK
ROSEMARY KILLAM
ARTHUR KIM
BYUNG KIM
JANE KINGSTON
LISA KIRBY
JANET KLEIMOLA
SETH KLEINMAN
DAVID KLING
ROBERT KNAUZ
MICHELLE KNOWLES
TATSUYA KOBAYASHI
KELSEY KOEHLER
DANIEL KOHANE
HANNE KOOY
KEVIN KOPITSKY
KENNETH KOSIK
LISA KOSMAN
JEAN KRACHER
DIMITRI KRAINC
ERIC KRAKAUER
KAREN KUHLTHAU
VIDYA KUNJATHOOR
BRADEN KUO
JEAN KWO
JUANA LABBE
CHRISTINE LACHANCE
CATHERINE LAMBURN
EILEEN LANE
MATTHEW LANEFSKI
MICHAEL LANGAN
BRIAN LANGILLE
LISA LAPERRIERE
YURINE LAPLANTE
MARY LARKIN
MARTHA LAUSIER
JEAN LAVIGNE-KELLEY
JOHN LAZOR
TAMMI LEBLANC
MANEUS LECONTE
DAVID LEE
SANG-GIL LEE
WILLIAM LESTER
CYRIL LEWIS
STACY LEWIS
HONGMEI LI
PETER LI
AMY LIGHTNER
CAROLE LIMA
ANGELA LIN
JAMES LIN
YUN LIN
EILEEN LIPKIND
MARY LISTON
VINCENT LIU
THEODORE LO
GREGORY LOF
DENISE LOISELLE-SAROFF
DEIDRE LONG
PAUL LONGCHAMPS
RITA LOPES
OSCAR LOPEZ
MARIE LOSSKY
LINDA LUFKIN
DEBORAH LUNDBERG
ANN MACAULEY
KEVIN MACK
MARIA MACKINNON
JEFFREY MACKLIS
KELLEY MACPHADDEN
TYESE MAGGIO
SHARON MAGINNIS
PAULA MAGUIRE
ROSITA MAHABIR
RAMCHARAN MAHABIR SINGH
UMAR MAHMOOD
MICHELLE MAHONEY
CARMEL MAIGNAN
LAWRENCE MAMBRINO
ABEEL MANGI
CARL MARCI
CAROLE MARCIN
ANDREA MARCKMANN
STACEY MARGARDO
ANNA MARINILLI
ROBERT MARINO
ANN MARTIN
MARIA MARTIN
JUAN MARTINEZ
ROSA MARTINEZ
JOANNE MARTINO
LISA MARTINO
M. LEIGH MASON
PATRICIA MASSON
MAUREEN MATHEWS
PATRICIA MATTOS
ERICH MCBRIDE
CHRISTINE MCCARTHY
JOHN MCCARTHY, JR
ANDREA MCCLATCHEY
YVONNE MCCLINTON
CHARLES MCCORKLE
EVA MCCOURT
BERNETTA MCCOY
CAMERON MCDONOUGH
DAWN MCGEE
JOAN MCGURN
SEAN MCINERNEY
MICHAEL MCKENNA
JOHN MCKINNIS
MIRIAN MCLEAN
PAMELA MCLEAN
CHRISTINE MCNEIL
FREDERICK MCNULTY
JASON MCNUTT
MICHELE MCPHERSON
CAROL MCSHEFFREY
PEGGY MEEHAN
ELAINE MENIBOON
JEAN MENISE
STEVEN MENTZER
DEBORAH MEROWSKI
EDYE MERZER
LUIZ MESQUITA
EVANTHIA MICHALAKIS
CHRISTINE MICHELINIE
EDWARD MICHNA
KRISTINE MILLS
ETHEL MITCHELL
JUDITH MITCHELL
KAI MITHOEFER
LEAH MOINZADEH
MARGARITA MOLINA
ALISON MONAHAN
JUANA MONTANEZ
PEDRO MONTERO-HUERTA
MELISSA MOORE
TERESA MORALES
PATRICIA MORAN
BARBARA MORDINI
JOAN MORIARTY
PEARLINE MORRISON
PATRICIA MORSE
EDWARD MORTELL
DENISE MORTON
FRANK MUCCI
CORIN MURPHY
JASON MURPHY
JULIE MURPHY
PATRICIA MURPHY-SHEEHY
VANISHREE MURTHY
JANE NAHAS
DAVID NASH
NARGIS NASRIN
JEAN NECHELES
CATHERINE NEE
PATRICIA NEE
STACEY NELSON
KRISTEN NEVILLE
SUZANNE NEWTON
LOI-VINH NGUYEN
MARJORIE NICHOLAS
ROBERT NICOL
NAZITA NICOLAS
FREDRICK NORCROSS
MARILYN NUTTER
BLESSING NWOSU
PATRICIA O'CONNOR-COLPITT
JENNIFER O'KEEFFE
KERRI O'MEARA
SIOBHAN O'NEILL
JOHN O'SULLIVAN
ALEXA O'TOOLE
DALE OATES
CHRISTOPHER O'CONNOR
MICHAEL OLEK
ANTHONY OLIVEIRA
EDGAR OPPENHEIMER
ABRAHAM ORTEGA
MARY OWEN

CHRISTEN PAGE
HEIYOUNG PARK
LAWRENCE PARK
DESILIA PASTEUR
STEVEN PATALANO
VINCENT PATALANO
NICOLE PATENAUDE
PAMELA PAYNE
MICHAEL PAZIN
HEATHER PEACH
JENNIFER PEACH
ALAN PEARSON
MARGARET PELLEGRI
FRANK PELLEGRINO
JOANN PELLEGRINO
RICHARD PENSON
ROY PERLIS
SHARON PERREAULT
DAMON PETERS
CHRISTIAN PETERSON
EVELYN PHELAN
PUNNEE PHEUNGFUNK
EDWARD PHILLIPS
KEVIN PIAN
MARIE PIERRE
YVETTE PIERRE
SHA-RON PIERRE-LOUIS
OLIVE PILGRIM
ERONDINA PINA
MARCELINO PINA
MARIA PINA
LUCIA PINGARO
MARY PINHEIRO-REGO
ROGER PITMAN
NICOLE PLINER
CYNTHIA PLUMMER
MARIE POLYNICE
SCHERLIE POMPILUS
BETTY PONDER
MARSHALL POSNER
FELISHA POTTER
ALEXANDRA POULOS
CLAUDY PRISMY
MAUREEN PROUTY
DENNIS PULLI
MINESH PUROHIT
ZHIHUA QIU
ALAN RAISMAN
MARISOL RAMOS
FELIX RANDOW
VEMURI REDDY
LAURIE REDFORD
SUSAN REGAN
ANTHONY REGINATO
APRIL REIL
MITCHELL REIN
ILANA REIS
ANDREW REISNER
JIA REN
JESSICA RENACIA-GETGANO
ANNE RICHMOND
ERIN RILEY
MICHELLE RILEY
ALMA RIVERA
PATRICIA ROBERGE
MALCOLM ROBINSON
KENNETH ROSARIO
JOY ROSEN
MICHAEL ROSEN
LYNDA ROSS
CHRISTIN ROSSI
ELLEN ROTH
PETER RUBIN
LAURA RUSSELL
PATRICIO RUSSELL
ROBERT RUSSO
ANGELA RYAN
JEAN RYAN
LINDA RYANS
AARON SACCO
DIANNE SACCO
CAROL SACKEY
ROBERT SACKSTEIN
STEVEN SAFREN
JOSEPH SANCHEZ
ROBERT SANDERS
BRIAN SANDIFORD
CHRISTINE SANG
DELIA SANG
ROSIE SANON
ANTHONY SANSEVERO
EMILIO SANSEVERO
JOSE SANTIAGO
SANDRA SANTORO
MANUEL SANTOS
LIONEL SANZ
ICHIKO SAOTOME
ANGELA SARTORELLI
ALEISTER SAUNDERS
MARIE SAWYER
JANET SAXTON
CLAUDIA SCENNA
SHARON SCHELL
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SCOTT SCHLUTER
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MEI YUEN
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LILLIAN ZEITZ
LIHUA ZHANG
XIPING ZHANG
MARCIA ZUCKER

Helping MGHers work with the media: 2002 media guidelines

As a nationally recognized leader in health care, teaching and research, the MGH attracts significant media attention. While the MGH Public Affairs Office is directly responsible for overseeing the hospital's media relations program, each member of the MGH community plays an important role. To assist the Public Affairs Office, employees and staff are asked to follow the media guidelines outlined below:

- MGHers are encouraged to refer all media calls to the Public Affairs Office (617-726-2206) at the earliest opportunity. A Public Affairs representative is available 24 hours a day (pager # 28383) through the hospital page operator (617-726-2066). In addition, Georgia Peirce, director of media relations, is available by pager (#22345), and Peggy Slasman, chief public affairs officer, also is available by pager (# 28385).
- Patient confidentiality is the highest priority at the MGH. Any patient information released to the media should be provided by the Public Affairs Office. Generally, Public Affairs staff members release only a one-word condition — good, fair, serious or critical — in accordance with the American Hospital Association guidelines. No other information is released without the consent of the patient and/or family members.
- If employees or staff have an existing relationship with a member of the press and agree to an interview, they are encouraged to inform the Public Affairs Office as soon as possible. Knowing about media activity enables the Public Affairs staff to track and report any resulting news coverage.
- To ensure patient confidentiality and privacy, all members of the media, film crews or photographers coming onto hospital property with a camera of any type — still or video — must be accompanied by a Public Affairs staff member. The Public Affairs representative will obtain the necessary clearances and consents. Public Affairs must be informed and involved in advance of all shoots, including those for promotional or training videos and matters unrelated to the MGH.
- Researchers who learn that a paper has been accepted for publication by a peer-reviewed journal should contact the Public Affairs as soon as possible to discuss appropriate strategies for communicating the information. Such scientific publications often present opportunities for media coverage. Embargoes are always honored.

The Public Affairs staff is experienced in handling a vast range of media issues and is available to assist any MGH employee.

For more information about the hospital's media program, contact the Public Affairs Office at (617) 726-2206. ●

New MGH central pay parking facility opens

The MGH Police, Security and Parking Department hosted a ribbon-cutting ceremony Oct. 4 for the new central pay offices at the Fruit Street and Parkman Street parking garages. The new pay system allows patients and visitors to complete the validation and parking fee process with one stop. "The new central pay system has been a big hit with MGH patients and visitors," says Bonnie Michelman, director of MGH Police and Security and Parking. It has almost completely eliminated the long lines of vehicles in the exit lanes. For more information, call (617) 726-8886.

Pictured, from left, Michael Neville, finance manager for Police and Security, Michelman, Jean Elrick, MD, senior vice president for MGH Administration, Dick Chevrette, systems manager for Police and Security, and Joe Crowley, manager of Outside Services.

WHAT'S HAPPENING

The MGH ProTech Program
The MGH ProTech Program now is recruiting departments and staff to provide department tours and share their job experience with small groups of students who will be visiting the MGH Oct. 24. ProTech is part of the MGH Community Benefit Program and organizes tours, rotations, job shadow days, speakers and internships to expose Boston public school students to the MGH and the many career opportunities available in the health care field. For more information, send an e-mail to *gkagan@partners.org* or call the ProTech Office at (617) 724-8326.

OWC research seminar
The MGH Office for Women's Careers (OWC) will host a presentation entitled, "Enhancing the Professional Development Environment at MGH for Women Faculty," Oct. 21, from 8 to 9:30 am in the Walcott 2 and 3 Conference Rooms. Janet Bickel, associate vice president for the Association of American Medical Colleges, will be the guest speaker. All MGHers are invited. Breakfast will be served following the seminar. For more information, call (617) 724-5229 or send e-mail to *womens.careers@partners.org*

Partners proteomics symposium
MGHers are invited to celebrate the opening of the new Harvard Medical School-Partners HealthCare Center for Genetics, Genomics and Proteomics facility at a symposium Oct. 18, from 2:30 to 4:30 pm at the Hotel at MIT, 20 Sidney St. in Cambridge. A reception and tours of the new facility will be offered following the symposium. To attend, send e-mail to *jskim@partners.org.*

Domestic violence awareness
In recognition of Domestic Violence Awareness Month in October, the hospital's Domestic Violence Working Group will present a seminar focusing on the response of the Asian community to domestic violence Oct. 17, from noon to 1 pm in the Walcott 2 and 3 Conference Rooms. Lunch will be served at 11:45 am. For more information, call (617) 724-0054.

CRP training program
The Clinical Research Program is sponsoring "Conducting Clinical Research Studies" for clinical research coordinators with less than six months experience Oct. 30, from 8:30 am to 5 pm in the Wellman 101 Conference Room. Lorraine Ellis, president of Research Dynamics, will provide instruction on the basic duties of research coordinators involved in investigational drug or device studies. The course awards 8.4 contact hours for nurses. Registration is required. To register, call (617) 726-1669 or visit *http://crnet.mgh.harvard.edu.*

Case management seminar
The MGH Case Management Department will offer a lecture Oct. 15, from 10 to 11 am in the O'Keeffe Auditorium. Louis Feuer, a nationally recognized lecturer, author and health care management consultant will present, "Dealing with the Changing Health Care Times: It's Time to Break the Rules." For more information, call (617) 724-8252 or (617) 724-8561.

Longwood Symphony Orchestra benefit concert
The Longwood Symphony Orchestra (LSO), Boston's orchestra of the medical community, will perform a concert Oct. 27 benefiting the Sharing Foundation, a humanitarian organization established to help improve the quality of life for orphaned and severely disadvantaged children in Cambodia. The concert will begin at 3 pm at Jordan Hall in Boston. The presentation will feature guest conductor Charles Ansbacher, British actor Nigel Gore, soprano Elizabeth Keusch and music from "A Midsummer Night's Dream." Tickets are $15 for students and seniors and $20 for all others. For more information or to purchase tickets, call the LSO at (617) 536-2412.

Avon Breast Evaluation Center opens
The MGH is hosting a celebration marking the dedication of the new Avon Breast Evaluation Center Oct. 16 at 4 pm in the WACC cafeteria. The new center offers MGH patients early detection and swift treatment, key factors in lowering the death rate from breast cancer. Refreshments will be served at 4 pm. A speaking program will begin at 4:30 pm, and tours of the new center will be offered at 5:15 pm. For more information, call Aidan Parkinson at (617) 726-2516 or send e-mail to *aparkinson@partners.org.*

Ellis Antique Show
The MGH will be participating in the 43rd annual Ellis Antique Show, one of the country's premier antique shows, Oct. 30 through Nov. 3 at the Castle at Park Plaza in Boston. For the second year, the antique show will benefit MassGeneral Hospital for Children. The show will highlight 45 antique dealers representing the finest in American and European furniture, ceramics, glass, silver, prints, paintings, rugs, books, jewelry and folk art. The cost of the show is $10 for MGHers who present their hospital ID badge.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

October 18, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Ether Day 2002: A new chapter for a venerable story

Ether Day, the MGH's annual celebration recognizing the length of service of its employees and also marking the anniversary of the first demonstration of the use of ether as an anesthetic, was celebrated Oct. 11 with a special ceremony under the Bulfinch Tent.

It was 156 years ago at the MGH that a Boston dentist changed the face of the surgical world forever. On Oct. 16, 1846, William T.G. Morton demonstrated the use of ether while a vascular tumor was removed from the jaw of patient Gilbert Abbott. The surgery took place in front of dozens of physicians in the operating theater on the top floor of the Bulfinch Building, which has been affectionately re-named the Ether Dome. Using a specially designed glass inhaler containing an ether-soaked sponge, Morton administered the anesthetic to the patient and ushered in the modern era of pain-free surgery.

Given the importance of the anniversary of the first administration

(Continued on Page 2)

Only a year away: MGH gets ready for JCAHO survey

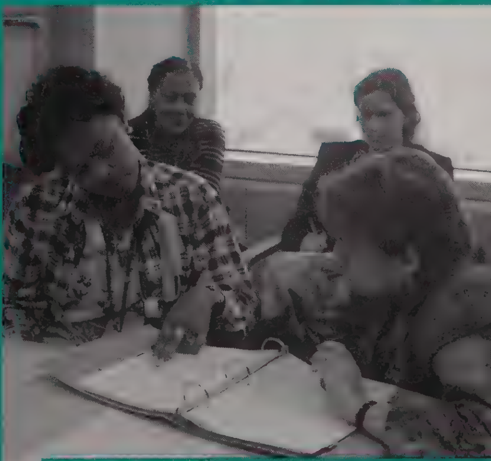
For many MGHers, it may seem like it was just yesterday when the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) surveyors came to the MGH for their triennial inspection. But the hospital's survey is only a year away, and preparations already have begun throughout the hospital.

JCAHO is an organization that evaluates and accredits more than 17,000 health care organizations and programs in the United States. Although the JCAHO survey is voluntary, most hospitals invite the surveyors to their facilities because Medicare, Medicaid, many state agencies and third-party payors accept JCAHO accreditation as a prerequisite for participation.

In preparation for the JCAHO visit to the MGH, the hospital underwent a mock survey Oct. 7 and 8. The MGH contracted with the Greeley Company, a consulting firm that helps health care organizations prepare for JCAHO inspection, to help identify strengths and weaknesses in policies, procedures and direct patient care.

Greeley surveyors visited locations throughout the hospital such as Emergency Services, outpatient practices, health centers and several patient care units. Representatives from senior management, medical staff, Corporate Compliance, Patient Care Services and the Office of Quality and Safety were on hand to discuss issues with the surveyors. The mock survey is one of several activities that will assist employees and staff in assessing their readiness for the JCAHO survey.

For more information about preparations for the JCAHO survey at the MGH, call Maryanne Spicer, director of Corporate Compliance, at (617) 726-5109.

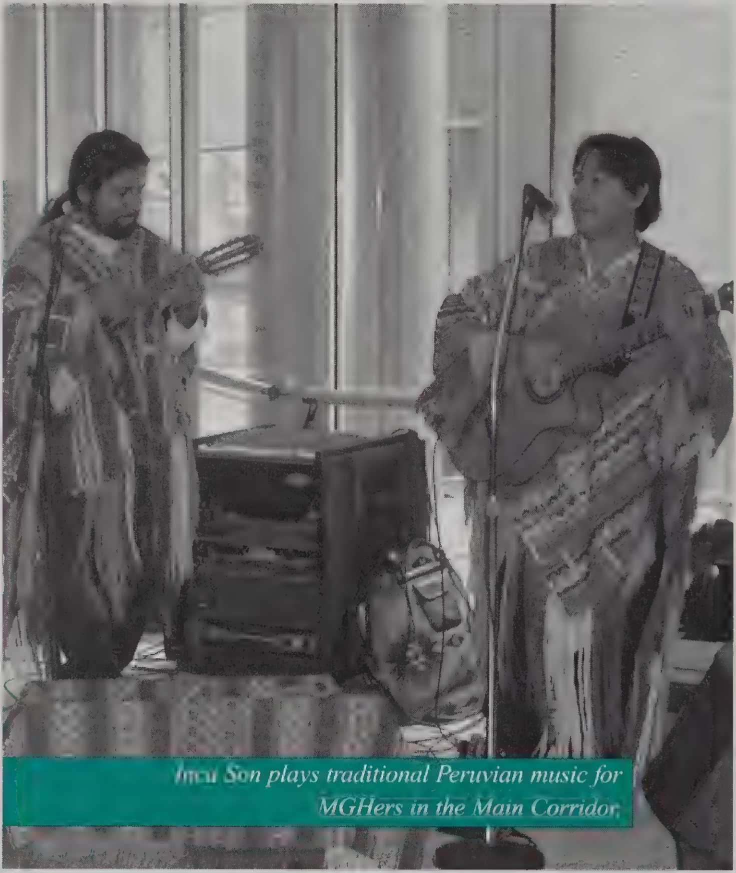


Audrey Jasey, RN, of Ellison 16, left, with a Greeley surveyor

MGH Chaplaincy: A spiritual resource

The MGH Chaplaincy Department celebrated National Pastoral Care Week Oct. 10 with a musical performance in the Main Corridor by Inca Son Music of Peru. The Chaplaincy staff also hosted an information table, which featured its services and other spiritual resources.

The MGH Chaplaincy Department provides services to employees, patients and families of all faiths and to those with no formal religious affiliation. The MGH Chapel is located on Ellison 1 and is open 24 hours a day. For more information about the Chaplaincy Department, call (617) 726-2220. ●



Inca Son plays traditional Peruvian music for MGHers in the Main Corridor.

Systems team picks up the PACE

The systems team for the Patient Administrative Cycle Enhancements (PACE) project has been working for the past few months to make significant enhancements to both current and new systems for PACE, which will ultimately redesign outpatient administrative processes.

Comprised of several subgroups, the systems team *(above)* has been focusing on various areas, including integrating the outpatient registration and billing systems with PATCOM, where inpatient registration and billing currently exist. Recently, an important milestone was reached when the PATCOM system hardware was successfully upgraded to handle the hospital's outpatient volume.

Outpatient scheduling and referral systems will remain on IDX. The subgroups have been designing these new applications and ensuring that the information systems will share data appropriately once the project is completed.

In addition, other subgroups are working on selecting and installing a new telephone system that will be used in the new contact center. This new technology will enable both contact center personnel and practice staff to efficiently operate under the new PACE model.

For more information about the PACE project, visit the website at *http://intranet.partners.org/mghidx/pace/* or send an e-mail to *PACEProject@partners.org*

— Ether Day 2002: A new chapter for a venerable story

(Continued from Page 1)

of ether to the MGH community, Ether Day has become a time of celebration for MGHers. For the past 57 years, the MGH has selected a day in October close to the anniversary of the first demonstration of ether to recognize and honor MGH employees and staff for their dedication, commitment and years of service to the MGH community.

This year's Ether Day celebration honored the more than 1,900 employees and staff who have worked at the hospital for 5, 10, 15, 20, 25, 30, 35, 40, 45 and 50 years. Paul Zamecnik, MD, who has worked at the MGH for 60 years, was recognized specifically for his dedication to the hospital. The honored employees received pins, colored flowers and a special musical tribute that represented their generation — from the contemporary group Boyz II Men, to Don McLean's timeless "American Pie" to Glenn Miller's legendary "Kalamazoo."

This Ether Day also featured a group of administrative fellows turned MGH dancers, who shook and shimmied in front of the crowd to "Walk Like an Egyptian," "Stayin' Alive" and other musical numbers.

"On Ether Day, we take a moment to remember our proud history and celebrate the extraordinary length of service by wonderful employees," said James J. Mongan, MD, president of the MGH. "This is my last year to preside over the Ether Day events, and I can't help but be a little sentimental." ●

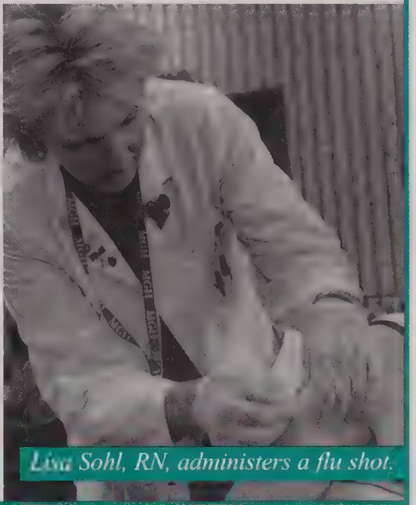
It's just a little pinch: MGH offers flu shots

Despite last year's mild flu season, it is important for MGHers to protect themselves from the flu this year by getting vaccinated. According to Susan Loomis, RN, director of MGH Occupational Health Services, the flu is not just a bad cold. It is far more dangerous and can lead to complications such as pneumonia, bronchitis and even death. Each year, the flu is responsible for the hospitalization of 114,000 people and 20,000 deaths in the United States.

The U.S. Centers for Disease Control and Prevention recommend that hospital employees receive flu vaccination to ensure adequate staffing in the event of a flu epidemic and to prevent transmission of flu from employees to patients. Last year, approximately 6,000 employees and volunteers received vaccinations at the MGH.

Important information to remember about flu shots:

- The flu vaccine is safe and effective. Flu shots are incapable of causing flu infection because the vaccine has been inactivated.
- Flu vaccine also is accessible. It does not take much time to get vaccinated for the protection of employees and others.
- Flu shots will be available at the MGH Oct. 21 to 27, from 7 am to 5 pm in the Main Corridor, at CNY, Building 149, Nov. 6 and 12, from 9 am to 3 pm, and at One Constitution Center, Nov. 7, from 9 to 11 am. No appointment is necessary.
- Employees must present their ID badges and should wear clothing that easily rolls up to the top of the arm. The vaccine also is available in areas participating in the peer vaccination program, including all inpatient units. Employees with latex allergies should call Occupational Health at (617) 726-2217 to schedule an appointment for specially prepared vaccine.


Lisa Sohl, RN, administers a flu shot.

A little knowledge could prevent burns

Many people don't know that the common cooking ingredient — vanilla extract — is highly flammable and can cause small house fires to accelerate quickly. This little known fact and other information about fire and burn prevention were given to the MGH community during Burn Prevention Week, Oct. 7 to 11. The nursing staff of the MGH Sumner Redstone Burn Unit offered helpful information and advice to patients, visitors and employees at a special information table Oct. 8.

Above: Robin Weingarten, RN, of the MGH Burn Unit on Bigelow 13, right, offers information on how common household items can cause fires.

The United Way: Compassion in action

The United Way is well known for bringing hope and help to needy individuals in Boston and the surrounding areas. Just as the MGH United Way campaign kicks into high gear, programs are underway that highlight the importance of United Way funding, not only in the community but also at the MGH itself.

While the MGH United Way campaign sets a fundraising goal each year — the 2002 campaign target is $255,000 — a percentage of all monies raised beyond the goal goes directly back to the hospital's Social Services Department.

MGHers received United Way pledge cards and information with their paychecks Oct. 17. Employees, visitors and patients had an opportunity to get additional information about the United Way campaign at an information table in the Main Corridor Oct. 16 and 17. More information about the campaign will be featured in upcoming issues of *Hotline* and in broadcast e-mails.

Above: Sandy Dodge, left, and Debbie Lavandier offer information at the United Way table.

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WHAT'S HAPPENING

Fall 2002 development series

Partners Human Resources now is offering the fall 2002 training schedule for the Professional Development Series, a program that includes training for managers and supervisors, and coursework open to all employees. Topics include improving communication and writing skills, time and project management and understanding hospital finances. MGHers can view the fall 2002 schedule at *http://is.partners.org/hr/training/mansup.htm.* To register, call (617) 726-2230 or send e-mail to *training@partners.org.*

Senior HealthWISE seminar

The MGH Senior Supper Club HealthWISE seminar series will offer an educational seminar "Fall Prevention: Safe Living for Seniors" Oct. 21, from 4 to 5 pm in the O'Keeffe Auditorium. The seminar will be presented by Karen Wolf, PhD, and Patricia Sullivan, PhD, from the MGH Institute of Health Professions. Admission is free. For more information, call (617) 724-6756.

Alzheimer's support seminar

The MGH Senior Health Family-Caregiver Support Program will sponsor "Collateral Damage: Keeping the Family Disease from Becoming the Family Curse," presented by Charles P. Pierce, *Boston Globe* journalist and author of *Hard to Forget: An Alzheimer's Story,* Oct. 29 in the Walcott Conference Rooms 2 and 3. Refreshments will be served at 5 pm, and the program will be held from 5:30 to 7 pm. A book signing and discussion will follow. Seating is limited, and registration is recommended. To register, call (617) 724-7324.

Domestic violence awareness

In recognition of Domestic Violence Awareness Month in October, the hospital's Domestic Violence Working Group will present a final seminar focusing on the response of the Latino community to domestic violence Oct. 24, from noon to 1 pm in the Walcott 2 and 3 Conference Rooms. Lunch will be served at 11:45 am. For more information, call (617) 724-0054.

Culturally responsive care seminar

The MGH Patient Care Services Diversity Steering Committee will hold a seminar, "Culturally Responsive Care for Persons Living with HIV," Oct. 21, from 1 to 3 pm in the O'Keeffe Auditorium. For more information, call (617) 724-7469.

Medearis lecture

The sixth annual Donald N. Medearis, MD, lecture will be held Oct. 22, from noon to 1 pm in the O'Keeffe Auditorium. The lecture is dedicated to Medearis, former chief of MGH Pediatrics, who dedicated his life to improving the health of infants and children. The guest speaker will be Ronald E. Kleinman, MD, current associate chief of Pediatrics. There will be a poster session immediately following the lecture. For more information, call (617) 726-3480.

Scientific writing series

The MGH Clinical Research Program and MGH Psychiatry will present the final installment of a four-part educational series, "Scientific Writing," Oct. 23, from 4 to 5 pm in the O'Keeffe Auditorium. The course is designed for employees who want to improve their scientific writing ability. For more information, call (617) 726-1669 or visit *http://crnet.mgh.harvard.edu.*

Breast cancer conference

The MGH Institute of Health Professions will offer a full-day conference, "Breast Cancer Diagnosis through Survivorship: Rehabilitation Considerations for Health Care Professionals," Oct. 26, from 8 am to 5:30 pm, and an optional massage and bandaging demonstration from 5:30 to 6:30 pm. A variety of topics related to breast cancer will be addressed, with special focus on the short- and long-term effects of breast cancer on shoulder and arm function by examining musculoskeletal changes that emerge from treatment. The course fee is $150. For more information or to register, call (617) 726-0968 or send e-mail to *phoey1@mghihp.edu.*

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

Clowning around

Ringling Brothers Barnum and Bailey Circus brought a little magic to MassGeneral Hospital for Children Oct. 10. Clowns Richard and Mikey entertained young patients on the pediatric floors by juggling scarves, spinning plates on their fingers and performing silly skits. As evidenced by the picture below, the kids enjoyed the visit.

October 25, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New center opens to help women with breast cancer

According to the American Cancer Society, more than 200,000 women are diagnosed with breast cancer each year. Because early detection is a key factor in fighting this ominous statistic, the MGH has just established a new center focused on rapid diagnosis and treatment.

On Oct. 16, the MGH dedicated its new Avon Foundation Comprehensive Breast Evaluation Center, named in recognition of support from the Avon Foundation. Guests were invited to a special reception and tour of the new center, which combines breast imaging and surgical screening and offers women the option of addressing potential problems immediately. The center features the most advanced imaging techniques, coupled with a team of radiologists, surgeons, pathologists and nurses who are experts in breast examination. The full range of services in the center include routine mammography screenings, ultrasound exams, biopsies, surgical screenings and consultations.

Participating in the celebration were Marydale DeBor, of the Avon Foundation, and Cheryl Coates, Susan Moran and Wendy Pirro, of Avon Products, Inc. Among the MGH leadership represented were Edward P. Lawrence, chair of the MGH Board of Trustees; Bruce A. Chabner, MD, clinical director of the MGH Cancer Center and principal investigator of the Avon-MGH Breast Care Initiative; Kevin S. Hughes, MD, and Daniel B. Kopans, MD, co-directors of the Avon Center; and James J. Mongan, MD, president of the MGH. Kasey Kaufman, WBZ-TV news anchor, served as mistress of ceremonies.

For more information about the center, call (617) 726-9200.

From left, Cheryl Coates of Avon Products, Inc. toured the center with Chabner and Kopans.

10 years and growing: MGH Vincent IVF celebrates 10th birthday

MGH Vincent Reproductive Medicine and In Vitro Fertilization (IVF) recently held its first family reunion to celebrate its 10th birthday. More than 500 people — parents, grandparents and children — attended the event, which was held under the Bulfinch tent Sept. 29. The celebration included a host of activities such as face painting, a magic show and a visit from Mother Goose and other favorite characters.

Thomas L. Toth, MD, chief of MGH Vincent Reproductive Medicine and IVF, as well as a number of physicians, nurses and staff, were on hand to welcome back many of the families who have received infertility treatment at the MGH. ●

Domestic Violence Awareness Month: MGH provides cultural information

In recognition of Domestic Violence Awareness Month in October, the MGH offered a seminar series to employees, staff and patients called "Cultural Matters," which focused on culturally specific responses to domestic abuse.

Each week throughout the month of October, the Domestic Violence Working Group offered seminars that focused on the response to domestic violence of particular cultural communities, such as the African-American, Asian and Latino communities.

Boston City Counselor Chuck Turner and Trina Jackson from Casa Myrna Vasquez spoke at the Oct. 10 seminar, which focused on the African-American community. The speakers highlighted the many social factors that African-American women must deal with while coping with a violent partner — including social images, family values and religious beliefs. Turner also addressed some sobering statistics, such as the number-one cause of death of African-American women ages 15 to 34 is homicide at the hands of an intimate partner or ex-partner.

The hospital offers many programs to help MGH employees and patients who are victims of domestic violence. The month of October was an opportunity to highlight some of these resources with the seminars.

MGHers can help support the fight against domestic violence by joining the Domestic Violence Working Group, an interdisciplinary group that discusses and implements strategies to increase awareness of domestic violence throughout the MGH community. For more information, call (617) 724-0054. ●

Turner

A son's dedication turns a negative into a positive

Andrew Leavitt isn't your typical 13-year-old boy. With the same responsibilities as most teenagers — school, homework and extracurricular activities — he also is a dedicated fundraiser who has raised more than $8,000 for breast cancer research.

In 2000, when Andrew was only 11 years old, his mother Ellen was diagnosed for a second time with breast cancer — her first diagnosis was in 1994. She came to the MGH under the care of Michael Seiden, MD, and Bruce Chabner, MD. Soon after the diagnosis, when a close friend of Leavitt's decided to participate in the Avon Walk for Breast Cancer in honor of the boy's mother, Andrew decided that he wanted to help the cause too. So he organized a fundraising dance for his classmates. He handled everything from booking the hall to ordering food, to getting a DJ and arranging for special lighting. The event raised more than $1,500, which he donated to the Avon walk. Because of the success of the first dance, Andrew decided to organize a second dance the following year. This dance proved to be even more successful — raising more than $2,000. Andrew donated this money to the MGH Cancer Center to aid in breast cancer research.

From left, Ellen and Andrew Leavitt and Seiden.

"He just amazes me," says Leavitt of her son. "I am so honored to have a son who would even think to do something like this. It was a great way for him to cope with what was happening to me."

Andrew recently held his third fundraising dance. This year, he gained support from his community with local merchants providing in-store advertisements and donation boxes. The proceeds from the dance also will go toward funding breast cancer research.

"I just wanted to turn something negative into something positive," says Andrew. "I was just glad to be able to give back to such a good cause."

The importance of MGH case managers

The important role of the case manager in patient care was celebrated at the MGH during National Case Management Week Oct. 7 to 15 with a series of events. Case managers were on hand at a seasonally festive information table in the Main Corridor *(right)* Oct. 8 and 10 to provide information and answer questions. Staff celebrated the work of the department with a luncheon at the Holiday Inn Oct 8 and a fun-filled variety show with a "Saturday Night Live" TV show theme Oct. 9 in the O'Keeffe Auditorium.

"Principles of Case Management — It Takes a Village" was presented at Nursing grand rounds Oct. 10, featuring an overview of the MGH case management model. Rounding out the series of events Oct. 15 was a presentation by nationally recognized lecturer, author and health care management consultant Louis Feuer, MSW.

Stoeckle Center celebration

Patients, friends and physicians gathered together in the Wellman Conference Rooms Oct. 9 to show their support of the John D. Stoeckle Center for Primary Care at the center's first annual reception. Welcoming remarks were given by John D. Goodson, MD; Michael J. Barry, MD; and John D. Stoeckle, MD, as they described the strong commitment of the Stoeckle Center to building and maintaining relationships between patients and their doctors and strengthening the ties among health care providers.

Valerie Stone, MD, of MGH Internal Medical Associates, discussed her work in training medical students about cross-cultural care. Cross-cultural training enables future doctors to understand the cultural context of their patients so that they can provide health care that best meets the needs and expectations of these patients.

Since its inception in 2000, the Stoeckle Center has been supported by two philanthropic funds. The Joseph W. Gardella, MD, Memorial Endowed Fund was established by the Gardella family to commemorate the years that he practiced medicine with the same values and objectives of the Stoeckle Center. The Marjorie E. Lipson Trust Fund was established by Ben, Ellie and Judy Lipson to promote patient rights and patient advocacy. ●

From left, Goodson, Ben Lipson and Stoeckle.

Antique treasures benefit MGH patients

Every year, antique enthusiasts travel from around the country to attend one of the premier antique shows held annually in Boston — the Ellis Antique Show. As participants peruse and purchase the finest in American and European furniture, ceramics, paintings, books, jewelry and other treasures, they also will have the opportunity to support the world-class pediatric care at MassGeneral Hospital for Children.

For the second year, MassGeneral Hospital for Children will be one of the beneficiaries of the show, along with Ellis Memorial and Eldredge House. The show will be held Oct. 31 to Nov. 3 at the Castle at Park Plaza, 130 Columbus Ave., Boston. Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MassGeneral Hospital for Children, is the show's honorary chairman.

MGH employees and staff interested in attending the event can purchase a discounted ticket of $10 when they present their hospital ID badge.

Ezekowitz, second from right, with members of the antique show's planning committee. From left, Susan B. Schenck, Charlotte Patten, Deborah Lunder and Deborah Hanley.

WHAT'S HAPPENING

Genetics and Genomics seminar
The Education Unit of the Clinical Research Program (CRP) and the Harvard-Partners Center for Genetics and Genomics will offer a six-part seminar series beginning Nov. 5. The seminars will be held in the Haber Conference Room, Blake 1, from 4 to 5:30 pm. Enrollment is limited, and registration is required. For more information, call (617) 726-5010. To view the course outline or to register, visit *http://crnet.mgh.harvard.edu.*

Memorial service for pediatric patients
MassGeneral Hospital for Children will host its annual memorial service for pediatric patients Nov. 3, from 2 to 3:30 pm, in the O'Keeffe Auditorium. For more information, call (617) 724-3177.

Ethics forum
The MGH Ethics Task Force is sponsoring "Black and White but Sometimes Gray: Clinical Applications of Brain Death Criteria," Nov. 8, from noon to 1 pm, in the Sweet Conference Room on Gray-Bigelow 4. For more information, send e-mail to *acist@partners.org* or *erobinson1@partners.org.*

North End health center art exhibit
The North End Community Health Center will present "Multi-Generational Expressions," a display of artwork by the North End Children's Center and the Villa Michelangelo Adult Day Care Center, Nov. 6, from 2 to 4 pm, in the lobby of the North End Community Health Center and Nov. 13, from 10 am to noon, at the Villa Michelangelo. For more information, call (617) 371-0932 or send e-mail to *vbardsley@partners.org.*

Senior HealthWISE seminar
The MGH Senior Supper Club HealthWISE seminar series will offer an educational seminar "Healthy Alcohol Use: What You Should Know" Oct. 28, from 4 to 5 pm, in the East Garden Dining Room. The seminar will be presented by Marie Herbert from MGH Social Services. Admission is free. For more information, call (617) 724-6756.

AMMP seminar
The Association of Multicultural Members of Partners (AMMP) will hold a seminar, "Family, Unity and Diversity within the Latino Community" Oct. 25, from noon to 1:30 pm in the Wellman Conference Room. Guest speaker Ernesto Gonzalez, MD, of the MGH Multicultural Affairs Office, will speak about the common linguistic and cultural characteristics that bond the Latino community. For more information, call (617) 726-5343.

Neuroendocrine symposium
The MGH Neuroendocrine Unit and the Harvard Eating Disorder Center will hold a symposium about adolescent eating disorders, Nov. 5, from 9 am to 1 pm, at the Shriners Burns Hospital Auditorium. Registration will be held from 8 to 9 am. Seating is limited. For more information, call Kelly Grieco at (617) 724-5784.

MGHers give and receive

While MGH employees and staff are asked to give to the United Way this month, they also have an opportunity to receive. More than 100 raffle prizes will be given away during the course of the campaign. MGHers are eligible for the weekly raffle drawing by contributing to the United Way through payroll deduction with the easy-to-use pledge cards that were distributed with paychecks last week. Pledge card drop-off boxes are located throughout the main campus, the health centers and at CNY.

Raffle prizes *(shown below)* include items such as eight hours of earned time, gift certificates for Coffee Central and the Eat Street Café, Bruins and Celtics tickets, a DVD player and gift certificates to local restaurants.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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(617) 726-2206

November 1, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Witches, ghosts and goblins — oh my!

Screeches and screams filled the hallways as MassGeneral Hospital for Children celebrated Halloween this week. Pediatric patients and caregivers enjoyed a spooky good time at a haunted house Oct. 29 on Ellison 18.

The haunted house featured a frightful display of ghosts, monsters and fortune tellers portrayed by MGH child life specialists, interns and volunteers. There were plenty of goodies and giggles for the young participants.

On Halloween day, young patients participated in the annual trick-or-treat festivities throughout the hospital, scaring up some hallway Halloween fun.

Leadership meeting highlights hospital's fiscal performance, other activities

In one of his last leadership meetings as president of the MGH, James J. Mongan, MD, gave a status report Oct. 25 on the hospital's fiscal year 2002 performance and offered updates on a variety of other hospital issues.

The MGH had a fairly successful year with the operations budget, but hospital investments were down because of the difficult economy. Preliminary numbers show that admissions were higher than expected — 1 percent over budget and 4.4 percent better than last year — bolstering revenue for the hospital but adding pressure to staff workload and already-tight patient care space. Outpatient visits were 2 percent over budget and 3.5 percent better than last year. Length of stay remained steady at 5.86 days because of the hard work of doctors, nurses, case managers and administrators.

The hospital's net operating result was $63 million, which is a full $17 million better than budget. This gain will help support the hospital's capital expense needs, such as the construction of the new ambulatory care and research buildings and other financial planning efforts.

> **"I WOULD LIKE TO THANK EVERYONE FOR THEIR HARD WORK AND DEDICATION TO OUR PATIENTS."**
>
> **— JAMES J. MONGAN, MD, MGH PRESIDENT**

Despite the hospital's strong operating performance, the nonoperating and investment results were significantly below budget, driving a bottom line that was $9 million behind budget.

"The lesson we learned this year is the importance of strong income from operations, without which our results could have been devastating because of the down market," said Mongan. "I would like to thank everyone for the hard work and dedication to our patients. I wish I could say that the financial pressures will come to an end soon, but unfortunately, these economic challenges will be with us for a while."

Mongan offered an update on the hospital's leadership transitions. As he prepares for his upcoming role as president and CEO of Partners HealthCare, Mongan has been working closely with Samuel O. Thier, MD, who will step down from the top role at Partners Jan. 1. Mongan also has been working with Peter Slavin, MD, chairman and CEO of the Massachusetts General Physicians Organization (MGPO), who will succeed Mongan as president of the MGH.

(Continued on Page 2)

Partners celebrates new proteomics facility

More than 200 Partners researchers gathered at a symposium Oct. 18 to celebrate the opening of the new proteomics facility at the Harvard Medical School-Partners HealthCare Center for Genetics and Genomics. Located at the Partners research building at 65 Lansdowne St. in Cambridge, the facility links basic scientists, clinical investigators and clinicians with the latest technology to probe protein interactions.

Kucherlapati speaks at symposium.

The symposium featured presentations by two of the world's foremost proteomics researchers, Donald Hunt, PhD, of the University of Virginia, and John Yates, PhD, of the Scripps Research Institute and the Torrey Mesa Research Institute. It was hosted by Raju S. Kucherlapati, PhD, scientific director of the Genetics and Genomics Center.

The new Partners proteomics facility is one of the largest of its kind in academia and opens at a key turning point, as the field shifts from basic science to developing clinical applications. Through innovative partnerships with industry, the facility incorporates the latest research technology.

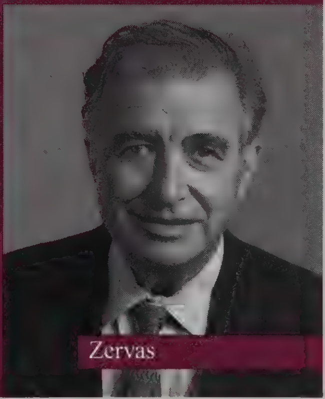
The symposium also marked a collaboration between Partners scientists and Thermo Electron, which has provided Partners with four of its state-of-the-art mass spectrometers for proteomics research.

For more information about the new facility, call (617) 768-8506. ●

HMS professorship named for Zervas

The distinguished honor of a named professorship at Harvard Medical School (HMS) recently was awarded to former chief of MGH Neurosurgery, Nicholas T. Zervas, MD. The professorship, which is to be held by a faculty member in the MGH Neurosurgery Department, honors Zervas' dedication and many contributions to the field of neurosurgery. Chief of MGH Neurosurgery from 1977 to 2001, Zervas is recognized nationally and internationally as a leader in both the basic and clinical aspects of neurosurgery. He is a fellow of the American Academy of Arts and Sciences and a member of the American Association of Neurological Surgeons and the National Academy of Sciences' Institute of Medicine. He also has served as president of the American Academy of Neurological Surgery and chairman of the American Board of Neurological Surgery. Zervas also was president of the Boston Symphony Orchestra from 1993 to 2001.

The first incumbent of the Zervas professorship is Paul Chapman, MD, who is the chief of Pediatric Neurosurgery and neurosurgical director of the Proton Radiosurgery Program at the MGH.


Zervas

— Leadership meeting

(Continued from Page 1)

Mongan also listed a variety of important hospital activities, such as preparations for next fall's survey by the Joint Commission on Accreditation of Healthcare Organizations. Collaborations are under way among Newton-Wellesley Hospital and the MGH departments of Medicine and Surgery. And hospital residency programs are working to comply with new resident work-hour guidelines by next year.

Sally Mason Boemer, vice president for MGH Finance, reiterated Mongan's good news about this year's fiscal results and discussed the budget process for FY '03. In planning for the coming year, hospital managers worked to close what initially was a $95 million budget gap.

The budget also accounts for a significant amount of expense growth for pension costs, the wage and salary program, and essential nonsalary expenses such as blood, drugs, insurance, utilities and bad debt. Full-time equivalent (FTE) position requests were significantly scaled back, with only 115 new FTE positions approved.

Slavin delivered a report on the MGPO's 2002 performance. The MGPO also benefited from the increase in patient volume, with $250 million in net patient service revenue and $7 million in net income from operations.

MGPO leadership and staff accomplished many of their goals for 2002, including a significant improvement in the revenue cycle. The MGPO also is working with the hospital on a growth strategy that includes capacity management and increases in off-campus ambulatory and inpatient care.

"In making the transition with Dr. Mongan, I would like to thank everyone for your continued support," said Slavin. "When I take this new position in January, I particularly look forward to working with this leadership group."

The leadership meeting concluded with presentations about two employee and staff donation campaigns — the MGH United Way and the Kresge Challenge. ●

Employee benefits open enrollment

Open enrollment will be held at the MGH Nov. 4 to 24 for weekly and monthly paid employees. Open enrollment is the one time of year when benefits-eligible employees, who are regularly scheduled to work at least 20 hours per week, can enroll, change, or add family members to their benefit plan. All additions and/or changes to the benefit plan will be effective Jan. 1, 2003.

Open enrollment packets — which include personal benefit summaries, information about new changes and steps about how to enroll by telephone or on the Internet — will be mailed to employees' homes before Nov. 4.

MGHers are invited to stop by information sessions — called BeneFairs and QuickStops — to ask questions about various benefit programs. At the BeneFairs, employees will have the opportunity to speak to representatives from companies that provide benefits to the MGH. The MGH Human Resources staff will be available to answer questions at the QuickStops. For more information, call the MGH Benefits Office at (617) 726-8133 or visit *http://is.partners.org/hr/affiliates/mgh/* and select "Open Enrollment 2003" under the Employee Benefits link. Below is a schedule of BeneFairs and QuickStops.

BeneFairs and QuickStops:

Mon., Nov. 4
BeneFair
Burr Conference Room
9 am to 1 pm -
Spanish available

Wed., Nov. 6
BeneFair
CNY Building 149
10 am to 2 pm

Thurs., Nov. 7
QuickStop
MassGeneral West
9 to 10:30 am

Fri., Nov. 8
QuickStop
MGH Chelsea
Noon to 1:30 pm

Mon., Nov. 11
QuickStop
Eat Street Café
3 to 4:30 pm

Mon., Nov. 11
QuickStop
MGH Charlestown
11 am to 12:30 pm

Wed., Nov. 13
QuickStop
Somerville
10 to 11:30 am

Wed., Nov. 13
QuickStop
North End Community Health Center
11:30 am to 1 pm

Thurs., Nov. 14
BeneFair
Walcott Conference Room
Noon to 4 pm

Fri., Nov. 15
QuickStop
CNY Building 149
Noon to 1:30 pm

Fri., Nov. 15
QuickStop
Lobby across from Eat Street Café exit by stairs
6:30 to 8:30 am

Sat., Nov. 16
QuickStop
Eat Street Café
11 am to 1 pm -
Spanish available

Mon., Nov. 18
QuickStop
MGH Revere
Noon to 1:30 pm

Wed., Nov. 20
QuickStop
Eat Street Café
8:30 to 10:30 am

Thurs., Nov. 21
QuickStop
MGH Back Bay
9:30 to 11 am

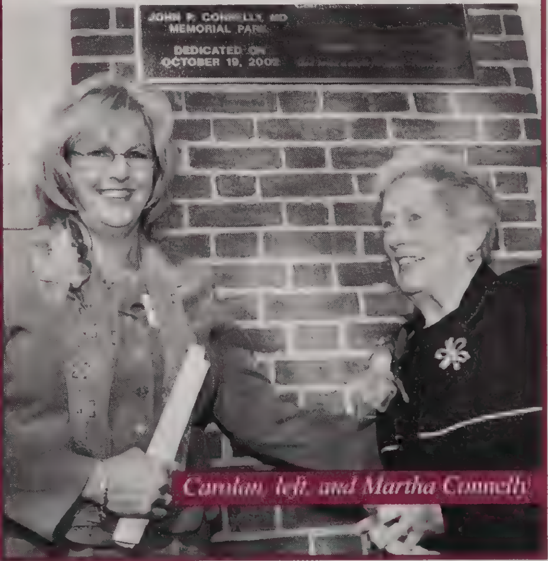
Park dedication celebrates 34-year legacy

After a summer of planning and plotting, MGHers from the MGH Charlestown HealthCare Center marked the opening of the new John P. Connelly Memorial Park, with a special dedication Oct. 19. The park is named in honor of John P. Connelly, MD, who was medical director of the Bunker Hill Health Center (re-named MGH Charlestown) when it first opened in September 1968.

The park was made possible through a generous gift from Tom Flatley, president of the Flatley Company. When Flatley first visited MGH Charlestown in the summer of 2001, he expressed an interest in dedicating something in memory of his friend Connelly. This past summer, thanks to the contribution from Flatley, a small park was created at the corner of High and Elm Street — directly in front of the health center.

"Everyone at MGH Charlestown is so pleased that this memorial in honor of Dr. Connelly's legacy has been created," says Peggy Carolan, administrative director of MGH Charlestown.

The small park provides a new, comfortable seating area for patients and visitors. A plaque honoring Connelly also was unveiled at the dedication.



Carolan, left, and Martha Connelly

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WHAT'S HAPPENING

Emergency preparedness drill

The MGH will be participating in an emergency preparedness drill Nov. 8, from approximately 8 am to noon. At that time, employees and staff who will be participating in the drill will be notified by an overhead paging system that the drill is in effect. This drill is in collaboration with other Boston hospitals and state and federal emergency management agencies to prepare for any type of emergency response. For more information, call Julia Gabaldon at (617) 726-0312.

Senior HealthWISE seminar

The MGH Senior Supper Club HealthWISE seminar series will offer an educational seminar "How Sweet It Is: Diabetes Update" Nov. 11, from 4 to 5 pm in the East Garden Dining Room. The seminar will be presented by Lynne White, RN, from Partners Home Care. Admission is free. For more information, call (617) 724-6756.

Fall women's health symposium

A women's health symposium entitled "Genetic Counseling: What Does It Mean for Me?" will be held Nov. 6, at 5:30 pm in the O'Keeffe Auditorium. Guest speakers from the MGH include Bruce R. Korf, MD, medical director of Harvard-Partners Center for Genetics and Genomics; Kristen Shannon, genetic counselor in the Breast and Ovarian Cancer Genetics and Risk Assessment Program; Constance Roche, MSN, nurse practitioner and genetic counselor for the Avon Foundation Comprehensive Breast Evaluation Center; and Carrie Haverty, genetic counselor in the MGH Vincent Obstetrics and Gynecology Service. To register, send e-mail to *mmarcella@partners.org.*

Health information week

National Health Information Week will be recognized at the MGH Nov. 3 to 9. Information tables will be in the Main Corridor, from 11 am to 2 pm during the week and will offer information about patient confidentiality education. For more information, call (617) 726-2465.

Clinical research seminar

The Human Research Committee and the Clinical Research Program will sponsor "Clinical Researchers Beware: Privacy Rule is Closer Than You Think" Nov. 12, from 4 to 5 pm in the O'Keeffe Auditorium. An overview of the new privacy law with specific attention to its effects on research will be presented. Topics will include identification, limited data sets, authorization and how it relates to consent and waiver of authorization. For more information, call (617) 726-1669 or visit *http://crnet.mgh.harvard.edu.*

CIMIT and Weight Center forum

The Center for Integration of Medicine and Innovative Technology (CIMIT), the Museum of Science and the MGH Weight Center will sponsor a free public forum entitled, "The Super-Sizing of America" Nov. 13, from 7 to 8:30 pm at the museum. Topics include how obesity affects health, its causes and prevention, and treatment options currently available. Registration begins at 6 pm. For more information, call (617) 589-0419.

Pri-Med East 2002 conference

The eighth annual Pri-Med conference and exhibition will be held Nov. 8 to 10 at the Hynes Convention Center. Partners hospitals will be featured in booth #1106. For more information or to register, visit *www.primed.org.*

MGH study coordinator pool

The Clinical Research Program offers study coordinator pool services to MGH investigators who need full- or part-time study coordination for an indefinite period. The coordinator pool provides investigators with experienced coordinators to assist with their study. For more information, call Paula Sexton at (617) 724-2567 or send e-mail to *psexton@partners.org.*

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Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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Prizes for pledges

Jennifer Jackson, administrative director for MGH Radiation Oncology, *(below, left)* and Diane Gardner, manager of Outpatient Registration, co-chairs of the United Way raffle committee, draw one of the winners of the first of five United Way Campaign raffles.

The raffle took place Oct. 25 in the Main Corridor and prizes included eight hours of earned time, gift certificates to area restaurants and the Eat Street Café, a three-month membership to The Clubs at Charles River Park and a month of free parking.

To be eligible for the remaining raffles, MGHers should submit their United Way pledge cards in one of several drop-off boxes located at the main campus, health centers and at CNY.

November 8, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

An evening of inspiration

With the arrival of the fall season, a crowded social calendar of fundraising dinners and galas also descends upon Boston residents. During this season of chicken dinners, silent auctions and lengthy presentations, there is one event that always delivers a healthy dose of inspiration — the Kenneth B. Schwartz Center dinner. More than 1,100 participants attended the seventh annual event held Oct. 30 at the Westin Hotel in Boston. The dinner once again fulfilled the expectations of loyal guests and donors with an emotional and entertaining celebration of the center's namesake and mission.

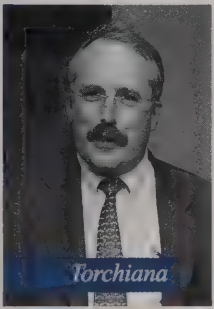
Kenneth B. Schwartz was a Boston lawyer and health care advocate who devoted his life to making a difference in the Boston community and elsewhere. During his battle with cancer at the age of 40, Schwartz realized the importance of keeping the human connection in health care and wished to create a center that would be a voice for promoting and preserving empathy and compassion in patient care. After his death in 1995, Schwartz's family, friends and caregivers established the center to fulfill his vision. Today, the Schwartz Center, which is housed at the MGH, is recognized

(Continued on Page 2)

Top, singer Beth Nielsen Chapman. Bottom, Burton Polansky, MD, left, receives award from Thomas Lynch, MD

Torchiana selected to lead MGPO

David F. Torchiana, MD, chief of MGH Cardiac Surgery, has been selected as the new chairman and chief executive officer of the Massachusetts General Physicians Organization (MGPO) effective Jan. 1, 2003. Torchiana will succeed Peter L. Slavin, MD, who is assuming the role of MGH president at the beginning of the year.



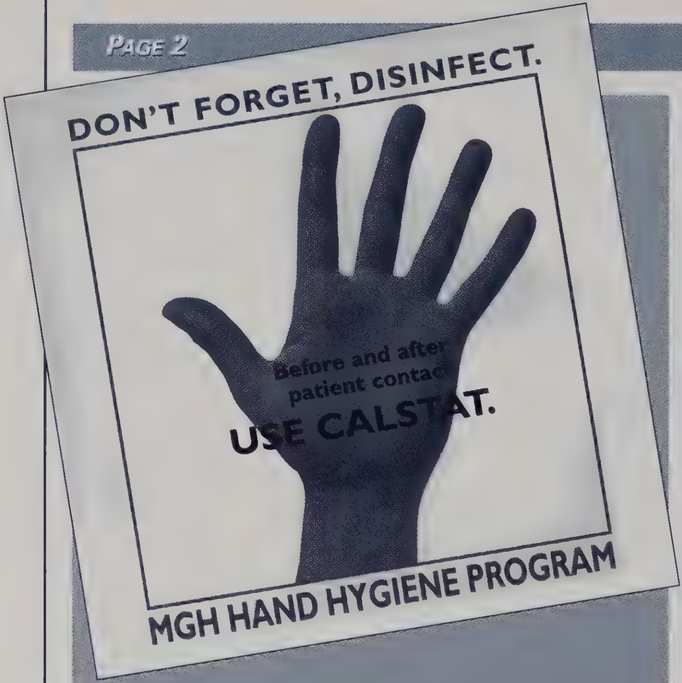
Torchiana

"Dr. Torchiana is a superb leader and a highly skilled physician, who has provided thoughtful and strong direction to Cardiac Surgery for the past five years," Slavin says. "The MGPO will benefit greatly from his leadership, wisdom and insight. I look forward to working closely with him in the years ahead."

Torchiana says he welcomes the opportunity to advocate for, support and work on behalf of physicians of the MGPO. "The MGH practices a special brand of medicine," Torchiana says. "Every decision made at this institution is driven by the overriding goal of doing whatever is in the best interest of each patient. I hold that value in high esteem, and I am proud to be associated with a place that is so committed to doing the absolute right thing for the patients it serves. I see my role at the MGPO as someone who can encourage and help physicians continue practicing this special kind of medicine."

Torchiana says he is committed to ensuring that the MGPO provides a wide range of beneficial services for physicians, including managed care contracting, finance and administration, marketing, business development, information systems, human resources, customer service and communication. He also wants to find innovative and effective ways to measure and improve the quality of care. In addition, he will be focusing his attention on two particularly difficult issues: providing fair and equitable compensation for doctors, and helping physicians achieve a satisfactory balance between professional and family demands.

Torchiana has spent his entire professional career at the MGH, arriving at the hospital in 1981 as a surgical resident. After completing his residency in cardiothoracic surgery, he spent a year as chief resident. He joined the MGH's Department of Surgery in 1989. Torchiana is the author or co-author of more than 100 publications and abstracts. He received his medical degree from Harvard Medical School in 1981. ●


DON'T FORGET, DISINFECT.
Before and after patient contact
USE CALSTAT.
MGH HAND HYGIENE PROGRAM

Hand hygiene message: "Don't forget, disinfect"

As part of the MGH Hand Hygiene Program, posters have been distributed throughout the hospital this week to remind MGHers to practice good hand hygiene both before and after patient contact. By using Cal Stat — the waterless hand disinfectant available on all inpatient units and outpatient practices — employees and staff can reduce the risk of spreading infections.

This hand hygiene poster is the second in a series that will be distributed regularly to remind MGHers about the importance of proper hand hygiene.

For more information about the Hand Hygiene Program, call the Infection Control Unit at (617) 726-2036.

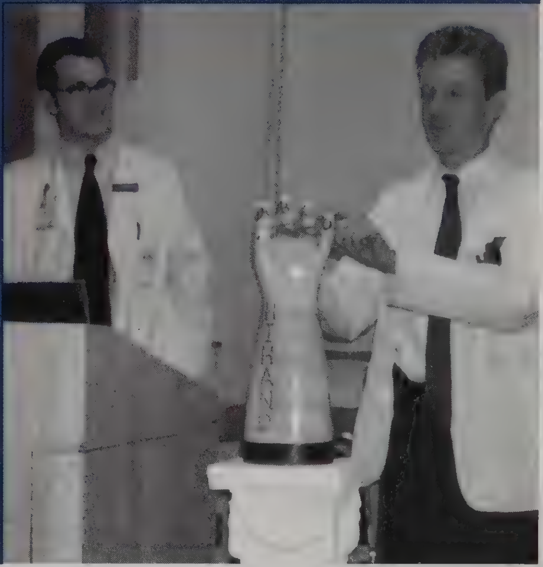
Program gets a helping hand from residents

Improving hand hygiene practice is an important priority at the MGH. It directly helps patients because it reduces the incidence of nosocomial or hospital-acquired infections. It also protects employees and staff by decreasing the spread of infections among MGHers.

While the MGH Hand Hygiene Program has been in effect for a couple of years to help educate and inform MGHers about proper hand hygiene, there still is more work to be done to further reduce infections. A group of house officers on the Bigelow Teaching Service recently joined together to help with the effort.

Called the House Officer Initiated Hygiene Against Nosocomial Disease or HI-HAND, the group is leading a friendly competition among the four Bigelow house staff medical teams to improve hand hygiene practices before and after patient contact.

The results of the competition will aid in a research project that Bigelow house officers traditionally conduct during their training on the service. The house officer research is being performed in collaboration with the MGH Infection Control Unit to collect data about hand hygiene practices at the MGH and to ultimately improve hand hygiene compliance.



Larry Allen, MD, right, presents the hand hygiene research project at a house officer meeting with Ethan Korngold, MD. The hand statue will be used to track the competition.

— An evening of inspiration

(Continued from Page 1)

throughout the state and beyond for its programs promoting compassionate care in a range of health care settings.

The Schwartz Center celebration included a touching film presentation called "Bridging Two Worlds," which explores a Schwartz Center-funded study that looks at the experience of 25 nurses diagnosed with cancer and how their experiences affected their relationships with their patients.

The much-anticipated Schwartz Center Compassionate Caregiver of the Year award was presented to Burton Polansky, MD, chief of Medicine and Cardiology at Brockton Hospital, for his extraordinary compassion in caring for patients for more than 40 years.

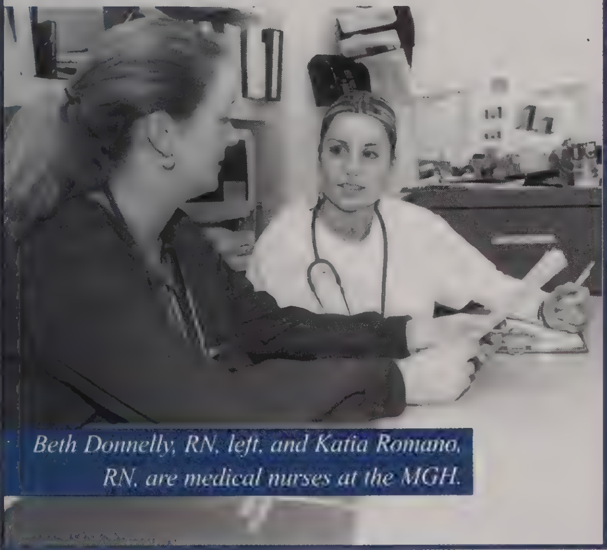
The event culminated in a moving musical performance by Beth Nielsen Chapman, who has written songs for artists such as Willie Nelson, Elton John, Faith Hill and Bonnie Raitt. Since her own battle with breast cancer in 2000 and the earlier death of her husband from lymphoma, Chapman has become an outspoken advocate for the "healing power of music" and performed songs she wrote during her recovery. ●

Celebrating medical nursing as a specialty

The nursing profession is a complex field that offers many career options. The broad range of nursing specialties encompasses every component of the medical spectrum. However, medical nursing — the very foundation of nursing — sometimes is overlooked as a highly specialized form of the profession. Medical nurses work in the general medical units and the medical intensive care units and often care for the sickest patients with a variety of complex medical problems.

A group of MGH staff nurses recently formed a committee called the Medical Nurse Group to help educate the MGH community about medical nursing as a specialty. The committee represents nurses from Bigelow 11, Blake 7, Ellison 16, Phillips 20, Phillips 21, White 8, White 9, White 10 and White 11.

The group has selected Nov. 13 to celebrate medical nursing at the MGH and will showcase the many aspects of medical nursing with a special information display in the Main Corridor that day, from 8:30 am to 2:30 pm. For more information about Medical Nurse Day at the MGH, call Kate Barba, RN, at (617) 726-2754 or Adele Keeley, RN, at (617) 726-2594.



Beth Donnelly, RN, left, and Katia Romano, RN, are medical nurses at the MGH.

Helping women stay well

The second annual MGH Women's Wellness Fair was held Oct. 10 under the Bulfinch Tent for employees, patients and visitors. Organized by the Marketing Department, the fair provided information about various women's health issues — including menopause, nutrition, cardiac health and women's cancer prevention. More than 400 participants attended the fair. ●

MASSACHUSETTS GENERAL
PARTNERS A Founding Member of Partners

MGH Trustee, Judy Friend, left, and Judy Newell, RN, MSN, at the fair.

Memorial service for young patients

Family, friends and caregivers of young patients who have died at the hospital, gathered in the O'Keeffe Auditorium for the 11th annual Pediatric Memorial Service Nov. 3. The program is designed to honor the memories of the children and to provide comfort and support to the families and staff who loved them.

The service included poetry and spiritual readings by family members, special remembrances from parents, presentations by MGH staff and musical performances by the Wakefield Repertory Theater Group and the St. Florence Choir. Before the service, families personalized cloud-shaped fabric, which will be assembled to form a memorial quilt to be displayed at the MGH in the spring.

The service was sponsored by MassGeneral Hospital for Children's Comfort and Support After Loss Team, comprised of social workers, nurses, clergy, child-life specialists and physicians.

Guest musician, Sean Byrne, dedicates a song to the children and their families.

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WHAT'S HAPPENING

Memorial service for Ronald Malt, MD

A memorial service will be held for Ronald A. Malt, MD, a longtime MGH surgeon and former chief of Gastrointestinal Surgery, Nov. 13 at 1 pm at Harvard's Memorial Church. Malt died at the Newton-Wellesley Alzheimer's Center Oct. 5 at the age of 70.

Blood donations needed during holiday season

The MGH Blood Donor Center will be giving special T-shirts and a choice of $5 coupons for the Eat Street Café, Coffee Central or a one-day parking pass to the Lomasney garage to employees who donate blood during the month of November. On Nov. 26 and 27, donors will receive a free coupon for a pint of Ben and Jerry's ice cream. In addition, any MGH employee who donates blood during November will receive a free one-day pass to the Clubs at Charles River Park. To schedule an appointment, call (617) 726-8177.

CRP seminar series

The Clinical Research Program (CRP) will sponsor "Using the MGH Clinical Labs in Clinical Research — Getting It Right" Nov. 13, from 11:45 am to 1 pm in the Wellman Conference Room. Dick Emrich of the MGH Clinical Labs will discuss the process involved in requesting research tests, obtaining timely results and what to do if a patient or a third-party payor is incorrectly charged. Lunch will be served. For more information, call (617) 726-1669.

Nursing career expo

MGH Patient Care Services will host a nursing career expo Nov. 21, from 1 to 7 pm in the Walcott Conference Rooms. Information about staff nurse, clinical nurse specialist, patient care associate and surgical technologist opportunities at the MGH will be offered. Tours of several units, including Burn, Cardiac Access, Transplant and Surgical Trauma will be available. For more information, contact Megan Brown at (617) 726-5593.

SAC symposium

The poster session for the MGH's research symposium in conjunction with the annual Scientific Advisory Committee (SAC) meeting will be held Feb. 5 in the Wellman Conference Room. The deadline for abstract submissions is Nov. 21. Abstracts will be reviewed and selected on a competitive basis by a scientific subcommittee. For more information, call (617) 726-2014.

Senior HealthWISE seminar

The MGH Senior Supper Club HealthWISE seminar series will offer an educational seminar "Holiday Cheer, Holiday Blues" Nov. 25, from 4 to 5 pm in the East Garden Dining Room. The seminar will be presented by Cornelia Cremens, MD, from MGH Senior Health. Admission is free. For more information, call (617) 724-6756.

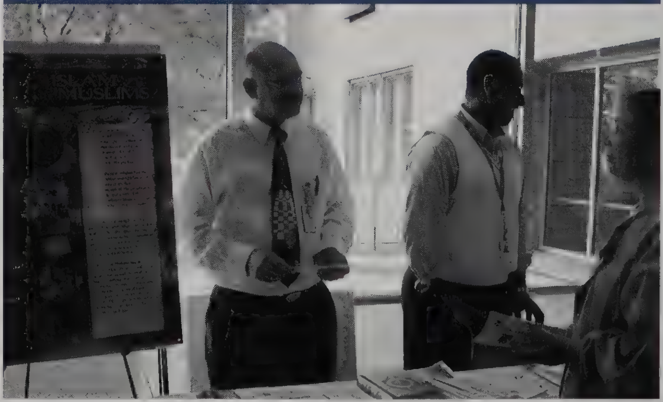
Fruit Street garage notice

The Boston Transportation Department is conducting a test on Fruit Street, which began Nov. 4. For the next two weeks, vehicles will not be allowed to turn right upon exiting the Fruit Street garage. Those picking up patients should park in the Parkman Street garage. A Boston police detail is assisting with traffic adjustments. For more information, call (617) 726-2121.

Recognizing Ramadan

MGHers of the Muslim faith were on hand Oct. 31 to help educate the MGH community about the Muslim holy month of Ramadan. At an information table in the Main Corridor *(below)*, Firdosh Pathan, RPh, of the MGH Pharmacy, and other MGHers offered information about Ramadan, which is the ninth month of the Islamic lunar calendar. During this month, which began Nov. 6, healthy Muslim adults and many children observe fasting from dawn until sunset for 29 or 30 days. The purpose of Ramadan is for Muslims to acquire self-control and God-consciousness by eliminating impurities from the body. At the end of the holy month, Muslims celebrate Eid-ul-Fitr, the festival of fast breaking.

During Ramadan, group prayers will take place in the Muslim prayer room on Founders 109. For more information regarding prayer times or to learn more about Ramadan, send e-mail to *fpathan@partners.org*.



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Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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November 15, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Disaster planning at the MGH takes on a new reality

The scenario played out like this: a "dirty bomb" — an explosive with radioactive material — destroyed part of a runway at Logan airport, damaging a plane that had just landed from Paris. More than 100 injured survivors were transported to Boston hospitals for contamination screening, decontamination and treatment.

This situation was the subject of a citywide disaster drill *(See photos above)* that took place Nov. 7 and 8, involving most Boston-area hospitals — including the MGH — local and federal emergency response agencies and the Massachusetts Port Authority. An unthinkable possibility only a year ago, but now a plausible reality.

Since the tragedy of Sept. 11 last year, hospitals across the country have been modifying their disaster response plans to better prepare for incidents like this. Led by the MGH Emergency Management Committee, the MGH also has been building upon its existing disaster response plans. The committee was restructured from the original hospitalwide group after Sept. 11 to focus on revitalizing the hospital's overall response strategy and departmental plans.

During the last year, the committee has taken several steps to ensure the hospital is ready for any type of emergency or disaster. One important move was to hire a full-time staff person dedicated solely to ensuring the hospital's emergency response system is in place and ready to be enacted at any time. Julia Gabaldon — who comes to the MGH from the Pilgrim Nuclear Power Plant in Plymouth, Mass. — has been in this new position since June and has been meeting

(Continued on Page 2)

MGH honors a rare kind of hero

The MGH Lung Transplant Program recently honored uncommon heroes — living lung donors — and the generous gift they have given to a loved one.

Family, friends, staff and transplant recipients gathered at a special celebration Nov. 8 to give thanks to the people who donated part of their lung to a family member or friend. Donors were treated to a dinner, with grateful remarks from MGH staff and recipients and also received an engraved crystal plaque to honor their gift of life.

Since 1995, 12 MGH patients have been the recipients of living donor lung transplants. In this process, which requires two donors for every one recipient, a portion of one lung, called a lobe, is taken from each donor and then is transplanted into the recipient.

Living lung recipients are usually very sick patients who are unable to wait the typical two-year period for a lung from a cadaver. With the imminent need for a transplant, the patient's only hope is often family members or friends.

"It is important to recognize the people who so selflessly gave a part of themselves to help a loved one," says Karen Tanklow, LICSW, social worker for the MGH Lung Transplant Program. "It was an emotional but very happy night for everyone."

Donors, recipients and staff celebrate.

— Disaster planning

(Continued from Page 1)

with senior management, department heads and committee members to assess the disaster response needs of the hospital.

"In meeting with managers and supervisors, I have found that many departments have a good emergency response plan in place — especially departments accustomed to crisis management, such as the Emergency Department, Admitting and Ambulatory Care Services," says Gabaldon. "Many departments have become more sensitized to emergency response since Sept. 11. They have put mechanisms into place to respond to a crisis, such as making arrangements with their vendors to get supplies or knowing how long supplies will last in the event that regular sources are cut off."

In assessing the hospital's state of preparedness, the Emergency Management Committee has enhanced the hospital's disaster response policies to incorporate the new emergency command structure that the MGH adopted this year, called the Hospital Emergency Incident Command System (HEICS). According to Gabaldon, the MGH is tailoring HEICS to fit the hospital's needs and also has revised the overall hospital plan to include more information about bioterrorism and hazardous material contamination responses. In revising the plan, the committee has taken into account the guidelines that the Joint Commission of Accreditation of Healthcare Organizations (JCAHO) recommended to hospitals after Sept. 11.

As part of the process, disaster response plans have been revised to incorporate a new format that will be more accessible and easier to use in the event of an emergency or disaster. The new format uses elements of the HEICS system and includes a two-page summary description of what the department is responsible for when a disaster is declared in addition to the full departmental plan.

This fall, employees and staff also have been participating in training sessions, table-top exercises and the most recent citywide drill to help evaluate the HEICS plan and assess the MGH's level of preparedness both departmentally and hospitalwide.

"These exercises and drills are useful to test our internal systems, assess the new management structure and gauge our ability to coordinate patient care with other hospitals, public agencies and emergency response systems," says Ann Prestipino, senior vice president for MGH Surgery, Anesthesia and Cardiac Program and chair of the MGH Emergency Management Committee.

For more information about the hospital's emergency response plans, call Gabaldon at (617) 726-0312. ●

MGHers recognized for recognizing the need

There is about a 90 percent chance that a person will require a blood product at some point in his or her life, yet only 5 percent of the eligible population donates blood, according to national surveys on blood donations.

These surprising facts were shared at the third annual MGH Employee Blood Donor Recognition Luncheon held Nov. 8 for those who donated four or more times during the 2001 and 2002 fiscal years. More than 160 MGH employees were recognized for donating their blood or platelets.

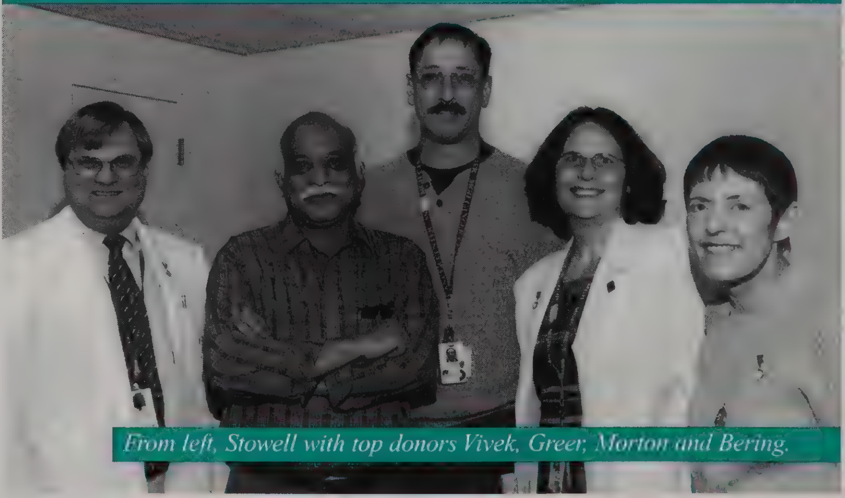
Kate Grealy, donor services coordinator for the MGH Blood Donor Center, spoke about the importance of donating blood and provided examples of the kinds of patients this gift has helped. For example, a 13-year-old girl recently needed more than 500 units of blood products while undergoing her second liver transplant at the MGH, and a premature baby used more than 50 units during his stay in the Pediatric Intensive Care Unit.

Christopher Stowell, MD, PhD, director of MGH Blood Transfusion Services, gave special recognition to the top five donors. These five were Sally Morton, RN, of the Burn Unit, with 26 donations; Jennie Bering, of Clinical Pathology, with 22 donations; Rosemarie McNeil, of the Avon Foundation Comprehensive Breast Evaluation Center, with 15 donations; Alapakkam Vivek, of Partners Finance, with 12 donations; and James Greer, operations coordinator for Blake 2 and Bigelow 12, also with 12 donations.

"I would like to thank all of you on behalf of our patients for the extra mile you go by donating blood during your busy work week," said Stowell. "We appreciate the support of employees who donate on a regular basis."

Throughout the month of November, the Blood Donor Center is offering employees who donate blood a one-day pass to the Clubs at Charles River Park. During December, all donors can participate in Puppy Pals, where donors are invited to sign a gift card that will be attached to a stuffed puppy and delivered to patients of MassGeneral Hospital for Children during the holiday season.

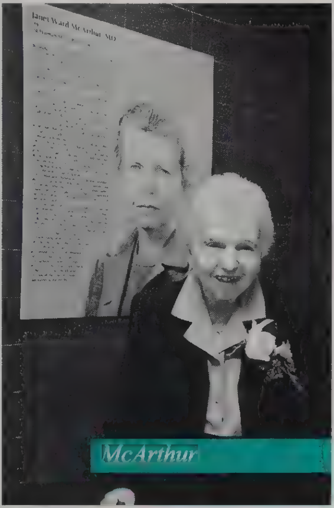
For more information about donating blood, call the Blood Donor Center at (617) 726-8177.



From left, Stowell with top donors Vivek, Greer, Morton and Bering.

An MGH pioneer returns

The MGH had a special visit Nov. 5 from a pioneer in the world of women's health. Janet McArthur, MD, ScD — one of the physicians highlighted in the "History of Women in Medicine" exhibit displayed in the Main Corridor — came to see the exhibit, which is sponsored by the MGH Office for Women's Careers (OWC). The display features women physicians from the past who have helped build the reputation of the MGH and have paved the path for today's women in medicine.



McArthur

McArthur first joined the MGH in 1943. She received her first appointment in 1950 as instructor in Pediatrics. When she later became professor of Obstetrics and Gynecology at Harvard Medical School (HMS), she was the first woman from the MGH to become a full professor at HMS. She has made several important contributions to women's health research and has written 68 papers about women's health and endocrine research throughout her career. From 1963 to 1967, she served on the subcommittee for the Standards of the Pituitary Hormone Distribution Committee of the Endocrinology Study Section of the National Institute of Arthritis and Metabolic Disease.

"Janet was and is an icon in the field of women's health," says Issac Schiff, MD, chief of the MGH Vincent Obstetrics and Gynecology Service. "She revolutionized the field and made it easier for all of us who have followed in her footsteps. Anyone in the women's health profession is privileged to know and work with Janet."

Friends, family and staff gathered in the Main Corridor to view the exhibit, which highlights McArthur and six other women physicians at the MGH. One of those physicians is Patricia Donahoe, MD, current chief of MGH Pediatric Surgery, who was mentored by McArthur. A special reception was held after the viewing to honor McArthur for her years of service, research and contributions to the field of women's health. ●

North End Community Health Center transformed into an art gallery

Colorful artwork depicting stick figures, alarm clocks, leaf prints and portraits of friends livened up the walls of the North End Community Health Center for the grand opening of an art exhibit Nov. 6 called "Multi-Generational Expressions." This exhibit featured 47 pieces of art by children and seniors involved in the North End Children's Center and the adult day program at the Villa Michelangelo. Several pieces were collaborations produced by both the children and seniors.

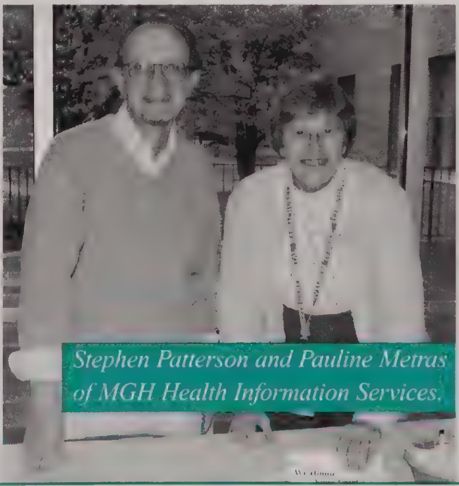
A silent auction was held throughout the duration of the exhibit. Currently 21 out of the 47 art pieces have received bids.

For more information, call (617) 371-0932, ext. 807.

Artists pose in front of their work

Patient privacy: Always a priority

MGHers recognized National Health Information Management Week with an information table in the Main Corridor Nov. 6 and 7. Staff members were on hand at the table to answer questions about the hospital's policies regarding patient privacy and to distribute the MGH privacy notice, which will be given to all patients within the next few months. The privacy notice is part of the new federal patient privacy regulations established by the Health Information Portability and Accountability Act (HIPAA). Information also was available for MGH employees and staff who are required under the HIPAA regulations to receive training about hospital patient privacy policies. For more information about hospital policies or to schedule a training session for employees, send e-mail to Eileen Bryan at *embryan@partners.org*. ●



Stephen Patterson and Pauline Metras of MGH Health Information Services.

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MGH**HOTLINE**

WHAT'S HAPPENING

CNY blood drive

MGH employees working at CNY are invited to participate in a blood drive Nov. 20, from 8:30 am to 2 pm. The MGH Bloodmobile will be located on 13th Street in front of the MGH parking garage. For more information or to make an appointment to donate, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org.*

Thanksgiving service

The MGH Chaplaincy Department will celebrate an interfaith service in recognition of the Thanksgiving Day holiday Nov. 26 at 12:15 pm in the MGH Chapel on Ellison 1. All are welcome. The service also will be broadcast on Channel 16. For more information, call (617) 726-2220.

Blood donations needed during holiday season

The MGH Blood Donor Center will be giving thanks to employees who donate blood during the month of November. Special T-shirts and a choice of $5 coupons for Eat Street Café, Coffee Central or a one-day parking pass to the Lomasney garage will be given to employees who donate blood. Donors who give blood Nov. 26 and 27 will receive a free coupon for a pint of Ben and Jerry's ice cream. To schedule an appointment, call (617) 726-8177.

Domestic violence vigil

The MGH Chaplaincy, Police and Security, HAVEN (Hospitals Helping Abuse and Violence End Now), and the Employee Assistance Program invite the MGH community to a service of remembrance and healing for those who have died in Massachusetts from incidences of domestic violence. The service will be held Dec. 6 at 12:15 pm in the MGH Chapel. For more information, call (617) 726-2220.

Senior HealthWISE seminar

The MGH Senior Supper Club HealthWISE seminar series will offer an educational seminar "Holiday Cheer, Holiday Blues" Nov. 25, from 4 to 5 pm in the East Garden Dining Room. The seminar will be presented by Cornelia Cremens, MD, from MGH Senior Health. Admission is free. For more information, call (617) 724-6756.

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by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
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www.massgeneral.org/news/

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IN GENERAL

David Brown, MD, of MGH Emergency Medicine, was awarded the 2002 American College of Emergency Physicians National Teaching Award. The award honors outstanding educators in emergency medicine and supports the continued academic development of the specialty.

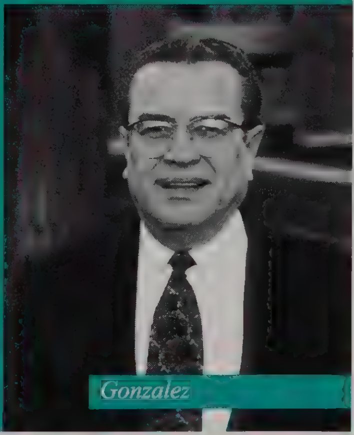
Eugene Beresin, MD, of MGH Psychiatry, was one of 11 recipients selected to receive the Parker J. Palmer Courage to Teach Award. The award, given by the Accreditation Council for Graduate Medical Education, recognizes outstanding program directors in graduate medical education who demonstrate evidence of successful mentoring, program development and improvement.

Ronald R. Gaudette, RPh, of MGH Pharmacy, was awarded the American Society of Health-System Pharmacists Executive Vice President's Award for Courageous Service. Gaudette received the award for initiating and maintaining vital pharmacy services for the victims of the terrorist attacks on the World Trade Center in New York.

James Gordon, MD, MPA, of MGH Emergency Services, was named winner of the Society for Academic Emergency Medicine Young Investigator Award for 2002. This award recognizes and encourages emergency physicians of junior academic rank who have a demonstrated commitment to research.

AMMP bestows honor

At a luncheon held Oct. 25, the Association of Multicultural Members of Partners (AMMP) gave its Award for Excellence in Diversity to Ernesto Gonzalez, MD, of MGH Dermatology and the MGH Multicultural Affairs Office, in recognition of his lifetime achievements as an advocate for increasing the participation of Latino professionals in health care and medical education. Approximately 70 MGHers gathered to hear Gonzalez offer a keynote address "Family, Unity and Diversity within the Latino Communities." The AMMP luncheon, which featured Latino fare, was the final event in a series of activities sponsored by several groups to mark Latino Heritage Month at the MGH. For more information about AMMP and future events, call (617) 726-3395.



Gonzalez

November 22, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A room with a view to the future

While surgery without incisions is still the subject of science fiction, the MGH is stepping closer to other imminent surgical advances with the introduction of an "operating room of the future." A collaboration between MGH clinicians and members of the Center for Integration of Medicine and Innovative Technology (CIMIT), the operating room (OR) of the future is a state-of-the-art site that is being used to test newly approved surgical and information systems technologies. After two years of planning, the room opened for use at the end of August.

Noticeable differences between this and other ORs are the lack of massive machinery, no winding cords strewn on the floor and numerous electronic devices. The room also can handle up to three patients at a time — all in different stages of OR care — cutting down on precious time used moving patients from surgery to recovery.

A large screen is mounted on the wall to give the medical staff and observers clear views of the surgery. All room operations — such as equipment monitors, lighting and environment controls — are directed from central locations so that surgeons and nurses can access them more easily.

The MGH and CIMIT team is comprised of physicians,

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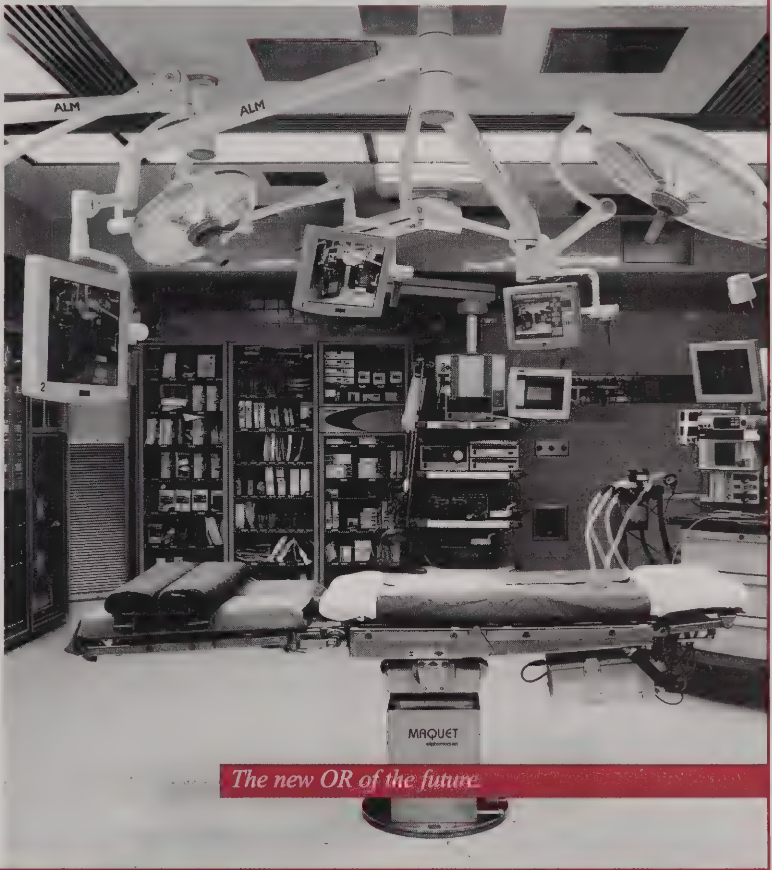

The new OR of the future.

MGH Trustee Judy Friend, left, and her daughter Charlotte.

MGHers shop till they drop for a good cause

MGHers got an early jump on their holiday shopping at the 10th annual FAO Schwarz Holiday Shopping Benefit Nov. 14. The benefit helps raise money for the Friends of the MGH Cancer Center. More than 600 guests shopped for games, gifts and goodies at the toy store and raised more than $300,000. The money will help the volunteer organization provide comfort, support and education to MGH cancer patients and their families.

The evening featured a silent auction, which included a weekend for two at the Charles Hotel in Cambridge with dinner at the Rialto Restaurant and a Red Sox sports package that included 14 tickets to a luxury rooftop box at Fenway Park.

Several notable authors also were on hand to autograph books and lend support to the MGH. Children's author Elizabeth Bahlie was there to autograph copies of her book "Bernelly & Harriet: The Country Mouse and the City Mouse." Jody Adams from the Rialto signed copies of her book, "In the Hands of a Chef." Janet Wyman Coleman also was autographing copies of her books, "Famous Bears and Friends" and "Fast Eddie." A portion of the proceeds from the book signing and holiday shopping benefited the MGH.

For more information about the Friends of the MGH Cancer Center, call (617) 726-1063.

A pinch provides seniors with security against sickness

Beacon Hill and West End residents age 60 and over braved a tiny pinch to boost their immunity this winter with a flu shot. The MGH Senior HealthWISE and Beacon Hill Village teamed up to provide two flu clinics at the Boston Synagogue and Hill House Nov. 4 and 7. More than 70 community members participated.

Frank Bellistri, RN, of the MGH Senior HealthWISE program, administers a flu shot.

—A room with a view to the future

(Continued from Page 1)

nurses, biomedical engineers, OR administrators, information systems experts, industry partners and architects, collaboratively working toward the same goal: better and more efficient patient care.

"Designing this room, which we hope will optimize the newest developments in surgery, requires more than just plugging in new technologies," says David Rattner, MD, director of CIMIT's Minimally Invasive Surgery Program and chief of MGH General Surgery. "Our goal is to bring together different disciplines and technologies to work collaboratively to provide the best patient care environment."

The project aims include improving patient flow and comfort; enhancing staff productivity; improving the ability to track patients, staff and equipment; educating clinicians and staff on the proper use of the new devices; and measuring the room's effectiveness according to patient safety standards, cost containment and using resources efficiently. ●

Nesson award presented to MGH diabetes program

The MGH Diabetes Primary Care Improvement Program received a Nesson Award for collaboration from Partners Community HealthCare, Inc. (PCHI) at the group's annual meeting in September. The award recognizes the hospital's multidisciplinary effort to apply innovative disease strategies to improve type 2 diabetes care.

Established in 2000, the Nesson Awards are presented in honor of H. Richard Nesson, MD, former president of Partners and founder of PCHI, who conceived the idea of the organization as a means to integrate and manage patient care. The awards recognize programs that exemplify PCHI's best practices and its mission to enhance both the physician-patient relationship and the physician experience through innovation in medical practice and collaboration among physicians and medical centers. The Nesson Awards are given annually in three areas: collaboration, innovation and excellence.

The MGH team responsible for the diabetes program, which began in 1997, includes General Medicine, the Diabetes Center and the Computer Science Lab, with support from MGH Primary Care Operations Improvement and the Clinical Research Program. The team conducted research to test a web-based decision support tool called the Diabetes Management Application (DMA). The team also developed a paper-based version of the DMA to ensure that caregivers had access to the tool when a patient was present and could use it to discuss treatment goals.

"The practice of medicine is always evolving, and the best kinds of care focus on finding new and better ways to meet patients' needs," says Thomas Lee, MD, chief medical officer for PCHI. "This program is an excellent example of that philosophy." ●

George Thibault, MD, vice president for Partners Clinical Affairs, left, presents Nesson Award to James Meigs, MD, of the MGH Diabetes program.

Rewarding excellence in action

While the MGH is known around the world for providing excellent patient care, it is the hard work and dedication of its employees and staff that support this mission. Many employees — at all levels throughout the institution — go above and beyond their everyday duties to ensure that every patient and visitor receives that highest standard of care and compassion. Now there is a program in place to help recognize those employees for their commitment to the MGH — the Excellence in Action awards.

The awards feature a personal visit from Peter Slavin, MD, current chairman and CEO of the Massachusetts General Physicians Organization (MGPO). Slavin goes to the winner's work area to present the individual or group of employees with a certificate and a heartfelt expression of gratitude for a job well done. Individuals also receive a pair of movie tickets, and groups receive a free pizza party. These employees are selected through letters from grateful patients or nominations from colleagues or supervisors.

The kind of excellence honored by this award was exemplified in a recent thank-you note from a visitor who offered accolades to two volunteers in the Gray Patient Family Waiting Area for helping her find the location of a friend. Bunny Baker *(shown below)* and Caroline Blake were praised for "acting with such good humor and gentle urgency that they gave the impression it was their greatest joy in life to help a stranger they would never see again."

George Baker, MD, (left), Pat Rowell, director of Volunteer Services, and Slavin with award winner Baker (front).

"We often get thank-you letters from patients praising the work of our employees," says Slavin. "The employee gets a copy of the letter, but we wanted to take it a step further to show our appreciation for their hard work. We want to recognize these employees in a special way for the exceptional care they give to our patients and visitors."

The program was started in January 2001 as a collaborative project with the MGH Service Improvement Program and Human Resources and is funded by the MGH and the MGPO. This year, Brit Nicholson, MD, senior vice president and chief medical officer, has joined Slavin in presenting the awards.

"It is hard to describe the impact the award presentations have on staff when senior leaders seek them out to thank them personally," says Mary Cunningham, director of the Service Improvement Program, who coordinates the Excellence in Action awards. "It truly makes a difference for our employees."

For more information about the program, call Cunningham at (617) 724-1004. ●

MGH Chelsea educates students about nutrition

In an ongoing effort to support the good health of the community, MGH Chelsea HealthCare Center hosted a health and wellness event Nov. 14 at the Williams Middle School in Chelsea.

The focus of the event was to educate kids and parents about the positive effect healthy eating and exercise can have, especially in preventing diabetes. Students visited interactive stations — each one with a different health and wellness related theme.

Raffle winners received a soccer ball autographed by a member of the Boston Breakers soccer team.

Students from Williams Middle School in Chelsea.

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MGH**HOTLINE**

WHAT'S HAPPENING

IRB protocol lecture

The Human Research Committee and the Clinical Research Program (CRP) will sponsor "What Does the Internal Review Board (IRB) Really Want? How to Write a Human Studies Protocol" Dec. 9, at 4 pm in the O'Keeffe Auditorium. Libby Hohmann, MD, director of Partners IRBs, will present information to investigators about how to submit complete and concise applications. The lecture qualifies for AMA category 1 and Risk Management credits. For more information or to register, call (617) 726-1669 or visit *http://crnet.mgh.harvard.edu.*

Partners in Excellence awards ceremony

MGHers are invited to join James J. Mongan, MD, MGH president; Samuel O. Thier, MD, president and CEO of Partners; and Jeff Davis, senior vice president for MGH Human Resources, in congratulating the recipients of the Partners in Excellence Awards, Dec. 11, at 4 pm in the WACC Lobby. The celebration will include a ceremony recognizing all MGH individual and team recipients, a video presentation and reception. For more information, call Karen Mason at (617) 724-7994.

Satcher to address racial disparity

The MGH will present a forum about racial disparities in health status Dec. 16, from noon to 1:30 pm in the O'Keeffe Auditorium. Keynote speaker David Satcher, MD, former U.S. surgeon general, will discuss how the health care industry can address the issue of disparities in health status and access to care. The forum also will be broadcast at MGH Revere, MGH Chelsea and MGH Charlestown health centers. For more information, call (617) 724-6424.

Holiday resource table

The Employee Assistance Program (EAP) will offer a holiday resource table Dec. 5, from 11 am to 1 pm at the main entrance of the Eat Street Café. Information about how to deal with the stress of the holiday season will be provided. The EAP will offer information about how to manage stress, how to set realistic goals and tips about how to enjoy the season. The information table also will be available at CNY, Building 149 Dec. 10, from noon to 2 pm in the Atrium corridor across from the café. For more information, call the EAP at (617) 726-6976.

Open enrollment

The last day for benefits open enrollment is Nov. 24. All changes must be made by this date. MGHers also may make changes to their benefits by calling (800) 545-2869 and dialing access code 02114. Changes also may be made online at *http://www.my-benefits.com.* For more information, call (617) 726-9267.

Alzheimer's presentation

The Employee Assistance Program (EAP) will offer a presentation about how caregivers cope with Alzheimer's patients Nov. 25, from noon to 1 pm in the Wellman Conference Room. The presentation will provide information about symptoms and causes and also will discuss medical, financial, legal and social issues facing patients and caregivers. For more information, call the EAP at (617) 726-6976.

IN GENERAL

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, was presented with the president's award at the New England Regional Black Nurses Association's 30th anniversary celebration. Ives Erickson was recognized for her leadership in making diversity an organizational priority in the profession of nursing.

Timothy Guiney, MD, of MGH Cardiology, recently was selected to become a member of Martha's Vineyard Hospital (MVH) Board of Trustees. For the past 15 years, he has helped to maximize the clinical relationship between the MGH and MVH in cardiac care, neurology and radiology.

Richard A. Hodin, MD, of MGH Surgery, recently was elected secretary of the Society of University Surgeons.

David W. Rattner, MD, chief of MGH General Surgery, has been elected president of the Society of American Gastrointestinal Endoscopic Surgeons (SAGES). The society represents more than 4,000 surgeons who use endoscopy and laparoscopy in patient care.

Andrew L. Warshaw, MD, MGH surgeon-in-chief, recently was made an honorary fellow of the Societa Italiana di Chirurgia (Italian Society of Surgery) during the annual meeting of the society in Rome.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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MGH Public Affairs Office.

(617) 726-2206

Hotline schedule

Because of the Thanksgiving holiday, *Hotline* will not be published next week. The next issue will be published Dec. 6.

December 6, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

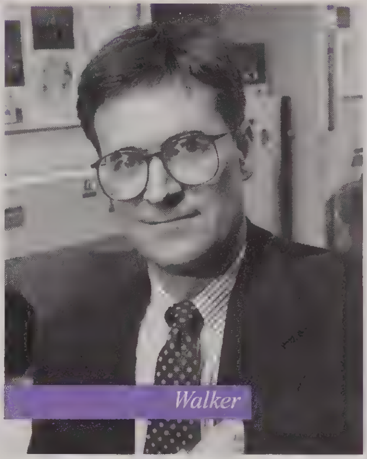
Immune system control of HIV may not protect against second infection

Although antiviral therapy during the earliest stages of infection can enable HIV-infected individuals eventually to control the virus with their immune systems alone, that control may not protect against infection with another strain of HIV. In the Nov. 28 issue of *Nature,* an MGH-based research team reports on a study participant who, having maintained successful immune control of HIV for almost a year, became infected with another strain of the virus. Moreover, the patient's immune system has not effectively controlled the second viral strain.

"We were surprised and disappointed when we saw this person's viral levels rise," says Bruce Walker, MD, director of the Partners AIDS Research Center at the MGH. "Clearly this indicates that vaccine development is going to be a greater challenge than we had anticipated."

Walker's team has previously reported that starting patients on antiviral therapy within the first weeks to months after infection can allow the immune system to fight back against HIV. By preventing the destruction by HIV of T helper cells, which are the "generals" of the immune system, this strategy allows the production of the immune system's "infantry," which are T killer cells specifically targeted against the virus. The patient in the current study had achieved stable viral control and was able to discontinue treatment for seven months until his viral level began to rise again. Walker's team ran a series of tests and found evidence that he had been infected with a different strain of HIV. The patient did have an unprotected sexual

(Continued on Page 3)



Walker

James J. Mongan, MD, president of the MGH, cordially invites
MGH employees and volunteers to attend

The MGH Holiday Parties

REFRESHMENTS • ENTERTAINMENT

1 **Main Campus**
Mon., Dec. 9, 2002
2 to 3:30 pm
WACC Lobby

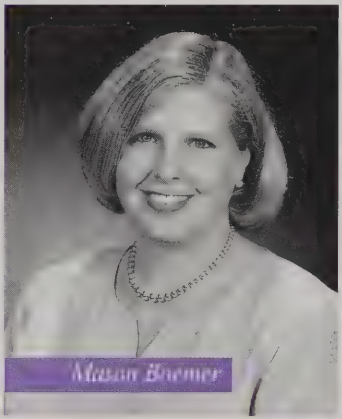
2 **Main Campus - Evening**
Mon., Dec. 9, 2002
10 pm to Midnight
Main Lobby

3 **Charlestown Navy Yard**
Tues., Dec. 10, 2002
12:30 to 2 pm
Charlestown Navy Yard
Building 149 Atrium

Employee holiday sale at the MGH General Store:
Dec. 9, 10 pm to 12:30 am; Dec. 12, 8:30 am to 7:30 pm; Dec. 21, 6 to 9 pm

A rising star in health care management

Sally Mason Boemer, vice president for MGH Finance, recently was named a 2002 "up and comer in health care management for executives under 40" by *Modern Healthcare* magazine.



Mason Boemer

According to *Modern Healthcare,* Mason Boemer was chosen for her ability to boost collections, manage payer contracts, direct cost-cutting teams, discuss complex finance issues in plain English and strike the right balance between toughness and flexibility. Mason Boemer believes her success comes from listening to all viewpoints before rendering a decision.

Mason Boemer was one of 13 recipients out of 120 nominations profiled in this special report. ●

Two MGHers elected to Institute of Medicine

Tarbell

Nancy J. Tarbell, MD, director of Radiation Oncology for MassGeneral Hospital for Children and director of the MGH Office for Women's Careers, and Gordon L. Brownell, PhD, honorary physicist and former director of the Physics Research Laboratory in the department of Radiology and an active member of the MGH Radiation Safety Committee, recently were elected to the Institute of Medicine of the National Academy of Sciences.

Tarbell and Brownell were among the 65 new members elected based on their major contributions to health and medicine or to related fields.

Elected members of the nonprofit organization serve on committees that engage in a broad range of studies related to health policy — such as health care in the 21st century, long-term medical and social results of cancer treatment and survival, and reports about Americans who lack health insurance and the consequences for them and society.

Brownell

Helpful holiday hints to stay healthy

The holiday season now is in full swing, and while this time of year brings images of pretty packages, family reunions and snowmen on the front lawn, the holiday season also can bring the anxiety of maintaining control over diet. But with a bit of preparation and a small dose of willpower, this wonderful time of the year can be enjoyed without guilt — or unwanted weight gain.

Below is a list of tips put together by Lillian Sonnenberg, DSc, RD, senior manager of the MGH Nutrition Center, to help people win the battle of the bulge during the holiday season.

Holiday parties

- Don't arrive too hungry. Eat some fruit or crackers prior to the party.
- Try to stay away from the food/buffet table while socializing. It is difficult to eat and talk at the same time, so circulating and engaging in conversation will decrease time spent at the buffet table.
- Watch alcohol intake. Alcohol consumption can stimulate overeating and add empty calories.

Holiday baking

- Substitute yogurt or applesauce for fatty ingredients in desserts.
- Offer guests lower-fat items like fruits, vegetables, low-fat dips and lean meats.

Holiday exercise

- Take a family walk after dinner.
- Wear walking shoes to the mall and increase the pace walking from store to store.
- Try standing at a table and doing knee bends while wrapping gifts.
- Try not to abandon regular exercise routines.

Holiday stress

- Plan early and try to avoid the things that are likely to cause stress, which can be a catalyst for overeating.

For more information about how to maintain diet and exercise during the holiday season, contact the MGH Nutrition Center at (617) 726-2520.

PARTNERS IN EXCELLENCE AWARDS 2002

PARTNERS
HEALTHCARE

Partners HealthCare will present the 2002 Partners in Excellence awards to MGH employees in a special award ceremony Dec. 11 at 4 pm in the WACC Lobby.

Nearly 2,000 MGH employees, representing both individuals and MGH and Partners team members, will receive this honor for their outstanding contributions to Partners in FY'02. The recipients were selected by a committee from a record number of submitted nominations.

Congratulations to the following indiviudals and teams for their exemplary contributions to Partners:

MGH INDIVIDUALS

Theresa Adjan-Vallen
William Allen
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Evghenii Antonevici
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(Italics indicate team leaders)

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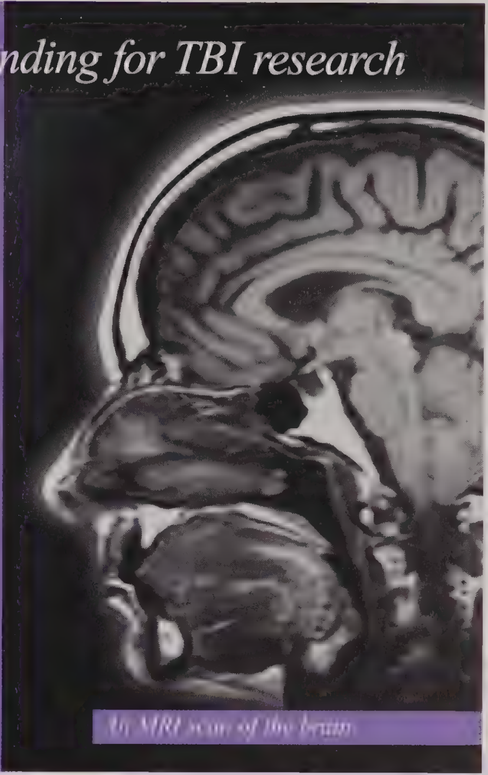
Spaulding/MGH collaboration receives federal funding for TBI research

According to some studies, an estimated 5.3 million Americans currently are living with disabilities resulting from some form of Traumatic Brain Injury (TBI). Transportation-related incidents such as auto and bicycle accidents are the leading cause of TBI. Because research is an important way to understand the complexities of TBI, Spaulding Rehabilitation Hospital and other Partners institutions, including the MGH, currently are conducting a TBI-focused comprehensive research and data-collecting program, which recently received federal funding from the National Institute on Disability and Rehabilitation Research.

The Spaulding/Partners Traumatic Brain Injury Model System at Harvard Medical School (HMS) is a partnership among Spaulding, the MGH, BWH, and associated HMS faculty. The goals of the collaboration include providing a comprehensive spectrum of clinical care for people with TBI; participating in the collection of acute care, rehabilitation, and follow-up data as part of a national database; and conducting research studies on outcomes and rehabilitation of people with TBI.

Cary Savage, PhD, director of the Cognitive Neuroscience Group for MGH Psychiatry, is the principal investigator for the research portion of the collaboration, which is based at CNY. His research uses functional magnetic resonance imaging, a technique largely developed at the MGH, to look at brain activity in TBI patients during memory testing as a predictor of clinical outcome of outpatient cognitive rehabilitation.



An MRI scan of the brain

MGHer selected for Lance Armstrong grant

The Lance Armstrong Foundation (LAF) recently awarded a $50,000 research grant to Diane Wright, PhD, director of the MGH Vincent Embryology In Vitro Fertilization Laboratory.

Wright submitted the winning proposal, which focuses on methods to preserve the reproductive capacity of women undergoing treatment for cancer. Her work is part of an innovative new area of reproductive medicine commonly known as egg freezing, which helps women who face toxic anticancer treatments — such as chemotherapy — keep their reproductive potential. Wright's study, "Microinjection of Sugars: A Novel System for Long-Term Preservation of Human Oocytes," evaluates how the eggs survive during the process of freezing.

The grant comes from the foundation that was created by Lance Armstrong, who survived testicular cancer, became a father of three children through in vitro fertilization and went on to four consecutive victories in the Tour de France bicycle race.

Founded in 1997, the LAF seeks to enhance the quality of survival of those diagnosed with cancer. The grant program helps promote the optimal physical, psychological and social recovery and care of cancer survivors and their loved ones. The foundation awards grants to research programs to help aid cancer survivors and provides funding for scientific and clinical research aimed at achieving a better understanding of cancer and survivorship. Since its inception, the LAF has awarded more than $3 million in grants for programs and research.

LANCE ARMSTRONG
FOUNDATION

— Immune system control of HIV

(Continued from Page 1)

encounter several months before the increase in his viral level.

"It's clear that a preventive vaccine is going to have to target the many strains of HIV that are out there to be successful," Walker says. He does note that the patient's ability to generate some new responses against the distinctive parts of the new virus indicates that it may be possible to strengthen the immune system in chronically infected patients. He also stresses the importance of safer sexual practices for all those infected with HIV.

Other MGH authors of the *Nature* report are co-first authors Marcus Altfeld, MD, and Todd Allen, PhD; Xu G. Yu, MD; Mary Johnston; Deepak Agrawal, MD; Ben Davis, MD; Paul Lee; Erica Maier; Jason Harlow; Philip Goulder, MD, PhD; Christian Brander, PhD; and Eric Rosenberg, MD, all of the Partners/MGH AIDS Research Center. ●

December 6, 2002

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MGH HOTLINE

WHAT'S HAPPENING

Diabetes Awareness Day

The MGH Diabetes Center is hosting a Diabetes Awareness Day Dec. 10, from 8:30 am to 4 pm in the Main Corridor. Information will be available about diabetes risk factors, treatments, nutrition, research and commonly asked questions related to diabetes.There also will be a list of diabetes resources in the community and on the web. Nutritionists and diabetes nurses will be available to answer questions. For more information, call Barbara Steiner at (617) 724-5985.

Spanish for Health Care classes

Registration for Spanish for Health Care winter classes has begun. New beginner, advanced beginner and intermediate classes are available and will begin the week of Jan. 13. Cost is $50 for 10 weeks. Payment, by check or money order only, must be made at the time of registration. Register in person at MGH Training, 185 Charles River Plaza, second floor, from 8:30 am to 5 pm. Classes are one evening per week at Charles River Plaza. For more information, call (617) 726-2230 or send e-mail to *MGHtraining@partners.org.*

Endoscopy presentation

A presentation entitled, "Duodenoscope-Assisted Cholangiopancreotoscopy" will be presented Dec. 17, from 7:30 to 8:30 am in the Bigelow Amphitheater. A reception will follow in the Isselbacher Library on Blake 4. For more information, call (617) 726-3732.

Clinical Research Program seminar series

The Clinical Research Program is sponsoring "Infection Control Principles and Practice in Clinical Research" Dec. 11, from 11:45 am to 1 pm in the Wellman Conference Room. Robert Rigdon, RN, director of the MGH Infection Control Unit, will discuss standard precautions, as well as infection control practices when handling specimens or performing phlebotomy. JCAHO standards require infection control training for all clinical research nurses and coordinators who handle human specimens, and re-training must occur annually. This lecture meets standards for initial training or annual re-training. Lunch will be served. For more information or to register, call (617) 726-1669.

CRP protocol lecture

The Human Research Committee and the Clinical Research Program (CRP) will sponsor "What Does the Institutional Review Board Really Want? How to Write a Human Studies Protocol" Dec. 9, at 4 pm in the O'Keeffe Auditorium. For more information or to register, call (617) 726-1669 or visit *http://crnet.mgh.harvard.edu.*

Holiday songfest

Patients, families, visitors and MGHers are invited to participate in the MGH holiday songfest, Dec. 19, noon to 1 pm in the Main Corridor. The event is sponsored by the MGH Chaplaincy.

IN GENERAL

Lorraine Dox, MS, RD, LDN, CNSD, of MGH Nutrition and Food Services, recently was named Young Dietitian of the Year at the statewide meeting of the Massachusetts Dietetic Association. **Anne Marie Gennari, MEd, RD, LDN,** of MGH Nutrition and Food Services, was named Emerging Dietetic Leader, and **Kate Patton, MS, RD, LDN,** of MGH Nutrition and Food Services, was presented with the 2002 Outstanding Student and Intern Award at the same meeting.

Luigi Puglielli, MD, PhD, of the MGH Neurology and Research Unit, was the recipient of a 2002 Nancy and Ronald Reagan Institute Grant for the study of the basic science of Alzheimer's disease. Puglielli will receive $240,000 over three years for this investigator-initiated research grant.

Partners in Excellence awards ceremony

MGHers are invited to join James J. Mongan, MD, MGH president; Samuel O. Thier, MD, president and CEO of Partners, and Jeff Davis, senior vice president for MGH Human Resources, in congratulating the recipients of the Partners in Excellence Awards, Dec. 11, at 4 pm in the WACC Lobby. Nearly 2,000 MGH and Partners employees will be honored for their outstanding contributions to Partners this year. The celebration will include a ceremony recognizing all MGH individual and team recipients, a video presentation and reception. For more information, call Karen Mason at (617) 724-7994.

PARTNERS
HEALTHCARE

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

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(617) 726-2206

December 13, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Mongan bids farewell to MGH at last leadership meeting

In his final hospital leadership meeting as president of the MGH, James J. Mongan, MD, took the attendees on a retrospective journey of the last seven years, highlighting the many accomplishments made during his tenure. "During the last few months, I have been reflecting on the past six or seven years, and there is a spectacular story to tell. And this story doesn't have to do with me — it has to do with all of the physicians, nurses and administrative and support staff at this hospital," he said at the Dec. 9 gathering. "Looking back, we faced numerous challenges, but we overcame many of them and made substantial progress."

Slavin, right, presents a framed print of the Ether Dome painting to Mongan.

Mongan's presentation focused on the three components of the hospital's mission — patient care, research and education. The patient care chapter of the story was an outstanding one, he noted. Despite predictions that patient volume would decline, inpatient volume grew steadily at an average of 4.2 percent each year. At the same time, hospital leadership and staff worked hard to lower length of stay, which decreased 12 percent, from 6.65 days in FY 1996 to 5.86 in FY 2002. The average daily census grew 13 percent during the last seven years, and outpatient activity increased at an average of 4 percent each year.

Mongan credited the work of the nursing staff and other clinical disciplines for contributing to this success story. While the hospital

(Continued on Page 2)

As a tradition continues, a legacy ends

The MGH took a break from the everyday hustle and bustle of the inner workings of the hospital Dec. 11 when it recognized and honored 284 individuals and 84 MGH teams — a total of more than 1.800 MGHers — at the seventh annual Partners in Excellence Awards.

This year, the awards ceremony took on an even more sentimental note, as it was the last year that Samuel O. Thier, MD, president and CEO of Partners, would preside over the event. The ceremony had a special meaning in that Thier will be returning to the MGH as he steps down from his Partners position, and James J. Mongan, MD, will host the awards in his new role as president and CEO of Partners.

"It has been an honor and a privilege to work with such outstanding individuals," Mongan said. He also took a moment to recognize Thier for his dedication to the hospital. "I would like to extend a sincere and heartfelt thanks to Sam for his contributions to the health and success of the MGH while he was president of Partners."

At the ceremony, each individual and team leader received a personal thank you and handshake from Mongan and Thier and had a photo taken receiving the Partners in Excellence pin.

The ceremony concluded with a humorous video presentation entitled "Late Shift with Brit Nicholson."

Thier, who received a standing ovation, ended the ceremony by offering his thanks to each award recipient. "These awards are our chance to recognize and thank you for all of your hard work," he said. "Our employees have been a key factor in forming this institution and making it what it is today. You deserve to be honored, and I'm delighted to be here with you today."

— *Mongan bids farewell*

(Continued from Page 1)

was challenged by a 30 percent growth in volume and a 20 percent increase in patient acuity, more positions were added to the clinical staff during the last seven years to meet the volume demands. Nursing leadership maintained a focus on programs that would build professional development for nurses — a key to maintaining high-quality patient care.

Also during the last seven years, significant developments were made in key clinical areas. In cancer care, the MGH Cancer Center developed multidisciplinary disease programs to improve patient care efficiency, and the clinical trials program grew by 258 percent. The MGH also was a founding member of Dana-Farber/Partners CancerCare, which was established to create collaborations in adult cancer care, education and research among the MGH, BWH and the Dana-Farber Cancer Institute.

In cardiac care, six new state-of-the-art catheterization suites and three electrophysiology labs were established to care for patients with significant cardiac illness. Under the leadership of David Torchiana, MD, chief of MGH Cardiac Surgery, elective angioplasty and cardiac surgery services will be available at the North Shore Medical Center through a collaborative program with the MGH.

Other significant strides in clinical areas were the establishment of the Northeast Proton Therapy Center; substantial growth and improvements in emergency services; and the transition of MGH Pediatrics to MassGeneral Hospital for Children, which increased market share and admissions for pediatric services.

The MGH research program has expanded dramatically in recent years, with total research revenues growing from $183 million in FY 1996 to $343 million in FY 2002. The MGH also continued to rank first among independent hospitals in funding from the National Institutes of Health for more than 10 years.

Significant progress was made in enhancing the MGH's education mission, highlighted by the combined residency and fellowship programs between the MGH and BWH, which has made the programs even more competitive. Notable headway also was made in enhancing the diversity among training physicians — especially in last year's match, which increased the admission of minority residents by 74 percent.

Mongan also reviewed the many construction projects that have been completed or are under way to meet the challenge of the hospital's space constraints. These included Building 114 in Charlestown; the MGH/BWH research facility at 65 Lansdowne St. in Cambridge; the Charles River Plaza research building; and most significantly, the Yawkey Center for Outpatient Care.

Mongan concluded the presentation by outlining some of the challenges the MGH faces in the future, such as handling growth and space issues and maintaining financial viability in a difficult economic climate. "While we are entering an era that is as daunting as the era we have just been through, I believe we can accomplish amazing things despite these tough times," said Mongan. "And I want to thank everyone at this institution for your tireless dedication and hard work. It has been a privilege and an honor to be at the helm of this hospital and to work with such talented individuals."

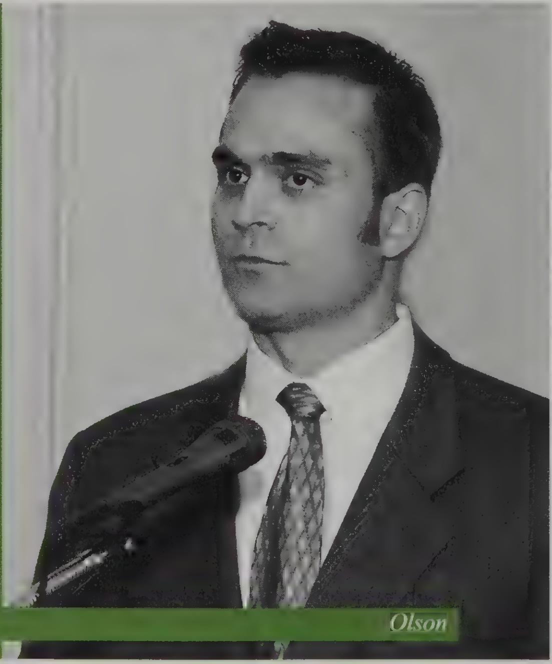
After a standing ovation for Mongan, Peter L. Slavin, MD, chairman and CEO of the Massachusetts General Physicians Organization (MGPO) and incoming president of the MGH, paid tribute to Mongan and presented him with a gift from the MGPO. "Dr. Mongan has done a remarkable job in leading this institution, and we owe a debt of gratitude to him," said Slavin. "It is daunting to follow in his footsteps as president, but he has been an excellent role model and has taught me many valuable lessons." ●

First Durant fellow named

Kristian R. Olson, MD, of MGH Internal Medicine, was recognized as the first recipient of the Thomas S. Durant, MD, Fellowship in Refugee Medicine Dec. 3 at a special ceremony in the Trustees Room.

As a Durant fellow, Olson will travel to London to study tropical diseases, after which he will go to the Thailand-Burma border to care for refugees affected by the political turmoil in that region. He has traveled extensively in developing nations and worked in malaria research in Africa with the U.S. Centers for Disease Control. He also is active in the Physicians for Human Rights Asylum Network.

The Durant Fellowship, established last year, honors the legacy of a long-respected MGH physician and humanitarian who exemplified how one person can make a difference by offering compassion and care to refugees and victims of war and disaster. Designed to foster in its recipients a sense of commitment to populations in distress, the Durant Fellowship provides funding for education to assist in the prevention and treatment of disease among refugees throughout the world.



Olson

HMS professorship named for Thier

A professorship at Harvard Medical School has been established as a tribute to the accomplishments of Samuel O. Thier, MD, president and CEO of Partners HealthCare. The chair, announced at a dinner held Dec. 4 to honor Thier's leadership, recognizes his many contributions in academic medicine and national health care policy.

More than 600 guests from throughout Partners and the Greater Boston health care community gathered at the dinner. Massachusetts Senator Edward M. Kennedy, a special surprise speaker, praised the role Thier has played in the successful national effort to restore Medicare funding for hospitals, which had been cut by the Balanced Budget Act.

Other guest speakers recognized Thier for guiding Partners to its current position as one of the nation's leading health care networks and, in the process, returning three vital community hospitals to stability, expanding needed mental health services and increasing services for low-income patients. ●

From left, Harvard University President Lawrence H. Summers, Thier and Kennedy.

MGHers honor victims of domestic violence

MGH employees, patients and visitors gathered in the MGH Chapel Dec. 6 at the annual Service of Remembrance and Healing to honor and offer remembrance of those whose lives have been tragically affected by domestic violence in Massachusetts.

The vigil included inspirational songs, poems, readings and prayers. The names of 19 Massachusetts victims were represented by the stirring echoes of a gong that marked each life cut tragically short by domestic violence. After a moment of silence, some attendees offered prayers for friends and relatives who currently are being affected by domestic violence.

"We come from many different places and many different walks of life, but we share the same spirit of sadness and the same spirit of commitment to the victims and their families," said Bonnie Zimmer, MSW, director of HAVEN (Hospitals Helping Abuse and Violence End Now) and chair of the MGH Domestic Violence Working Group.

The service concluded with a performance by soloist Margie Smith, who encouraged attendees to join her in a rendition of the inspirational song "This Little Light of Mine."

The service was sponsored by MGH Chaplaincy, Social Services/HAVEN, the Employee Assistance Program, Police and Security, and Nutrition and Food Services. ●

Top 10 things to know about PACE

Late night talk-show host David Letterman made top 10 lists famous with his comedic commentary on everything from "top 10 favorite things to do in an airplane" to "top 10 least popular Christmas carols." To borrow from the comedian's well-known lists, the Patient Administrative Cycle Enhancements (PACE) project staff has come up with a list to help MGHers better understand the project.

10 PACE stands for Patient Administrative Cycle Enhancements.

9 The PACE project is a joint effort between the MGH and the Massachusetts General Physicians Organization (MGPO) to improve outpatient administrative processes.

8 PACE will create a new off-campus Contact Center.

7 The Contact Center staff will update outpatient registrations prior to patient visits.

6 Patients who have not been registered six months prior to an outpatient appointment will be flagged in the IDX system as having an expired registration.

5 A primary goal of the PACE project is to verify and update patients' demographic and insurance information every six months and/or when a patient reports a change. This process will prevent patients from being asked for the same information every time they have an appointment.

4 Trained referral specialists in the Contact Center will handle the administrative process for all referrals.

3 The Patcom system will be used for outpatient registration.

2 The Patcom system will be used for outpatient hospital billing. MGPO practices will continue to bill through IDX.

1 PACE will benefit all clinicians, staff and patients by simplifying the registration and referral process, which will save time for busy practice staff and reduce the number of insurance denials.

WHAT'S HAPPENING

Satcher to address racial disparity

The MGH will present a forum about racial disparities in health status Dec. 16, from noon to 1:30 pm in the O'Keeffe Auditorium. Keynote speaker David Satcher, MD, former U.S. surgeon general, will discuss how the health care industry can address the issue of disparities in health status and access to care. The forum will be teleconferenced at MGH Revere, MGH Chelsea and MGH Charlestown health centers. For more information, call (617) 724-6424.

Holiday songfest

Patients, families, visitors and MGHers are invited to participate in the MGH holiday songfest, Dec. 19, noon to 1 pm in the Main Corridor. The event is sponsored by MGH Chaplaincy.

Endoscopy memorial lecture

A lecture in memory of Marci Christensen, RN, an MGH nurse for more than 30 years, will be presented Dec. 17, from 7:30 to 8:30 am in the Bigelow Amphitheater. The title of the lecture is"Recent Advances in Interventional ERC." A reception will follow in the Isselbacher Library on Blake 4. For more information, call (617) 726-3732.

Clinical Research seminar

The Clinical Research Program will sponsor "Seminars in Physiologic Investigation" Jan. 16, from 3:30 to 5 pm in the Walcott 2 and 3 Conference Rooms. The course will consist of 11 weekly seminars covering state-of-the-art techniques for physiologic investigation in humans. The seminar will provide fellows and junior investigators with the opportunity to learn about the specific principles, tools and methodologies of physiologic investigation used in conducting clinical research. The course fee is $30. Registration is required, and enrollment is limited. For more information, call Marilyn Trinidad at (617) 726-5010.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

Give the most important gift of all this season

Looking to give the best present this holiday season? MGH employees are invited to come to the MGH Blood Donor Center to give the gift of life by donating much-needed blood during the holiday season.

While parties and presents often take precedence this time of year, the Blood Donor Center has noticed a decrease in donations as well as canceled blood drives.

For the next three weeks the Blood Donor Center will be offering extra goodies for those who donate. Donors can give any time this month and take part in the puppy pal campaign. Each donor may write a note attached to a stuffed puppy, which will then be delivered by Santa to pediatric patients at MassGeneral Hospital for Children. The first 35 platelet donors Dec. 16 through 20 will receive the Disney book, "The Making of Snow White." Platelet donors who give Dec. 24 and 26 and the first 20 blood donors on these days will receive movie passes.

For more information or to make an appointment, call (617) 726-8177.

MGH donor Luke McDonald

MGH among top 100 hospitals

The MGH recently was selected for the Solucient 100 Top Hospitals recognition. The Solucient Institute is an organization that annually analyzes publicly available data from more than 5,600 acute general hospitals around the country. The study scores facilities on measures such as risk-adjusted mortality, average length of stay, expenses, profitability and quality data. Salem Hospital, a member of Partners, also was included on the list. The study and award winners are featured in the December issue of *Modern Healthcare* magazine.

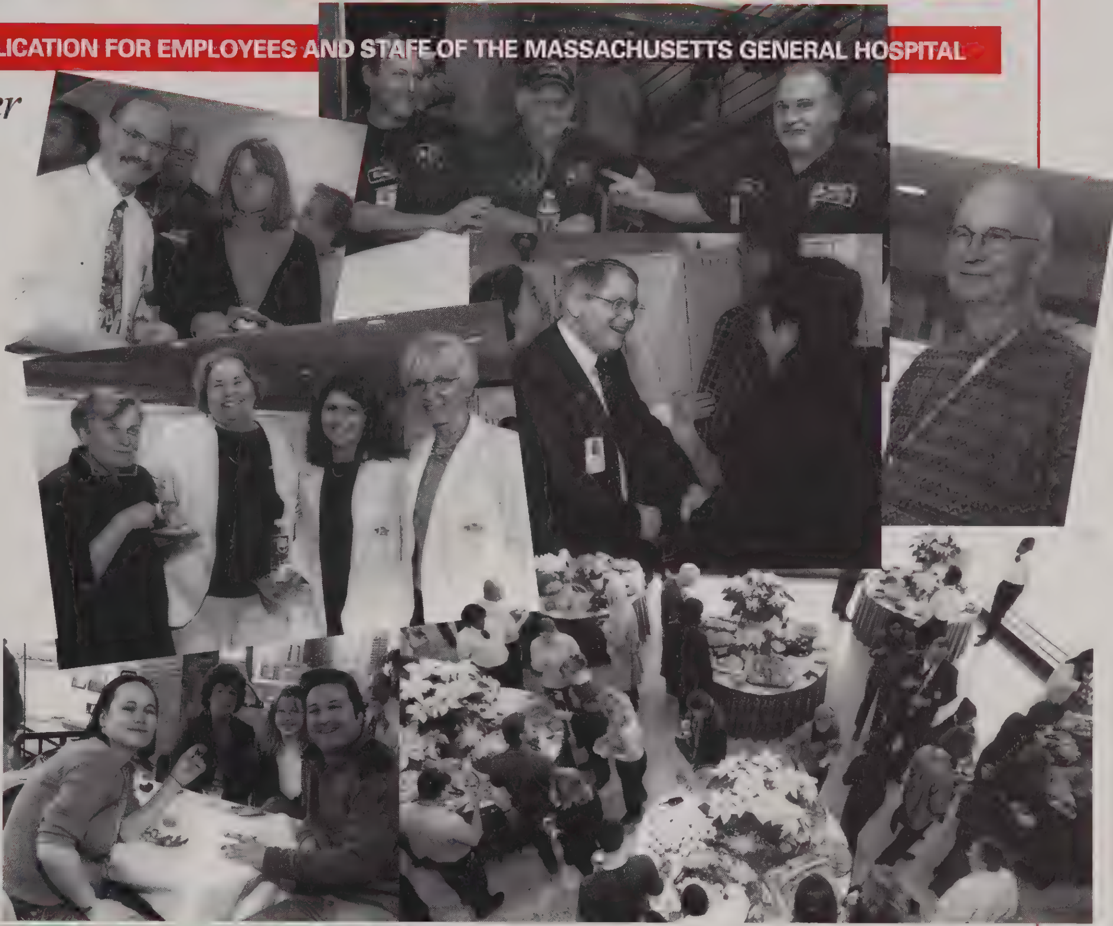
December 20, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Walking in a winter wonderland ...

Festive holiday music by a live three-piece band, white lights and poinsettias transformed the MGH's Tea Leaves and Coffee Beans café into a winter wonderland Dec. 9 for the first of three holiday parties hosted by James J. Mongan, MD, president of the MGH. Two other holiday parties were held the evening of Dec. 9 for the evening shift and Dec. 10 at CNY. ●



MGHers give inspirational gift to Guam

In the true spirit of the holiday season, a group of MGHers recently gave the ultimate gift when they were deployed to a region of the world that was struck by a super-typhoon. The MGH once again was called into action Dec. 10 to give aid in an international disaster as it activated its International Medical Surgical Response Team (IMSuRT).

On Dec. 8, the Pacific island of Guam was nearly destroyed. With sustained winds of more than 150 mph, Typhoon Pongsana paralyzed the small island, wiped out much of the island's communications and water resources and heavily damaged Guam Memorial Hospital. After declaring the island a federal disaster area, President Bush activated the federal disaster response team —including the Boston team. The MGH-based team is supervised by Susan Briggs, MD, an MGH surgeon and supervising medical officer of the federal disaster teams. Briggs activated a team of 21 nurses and respiratory therapists, a physician and several paramedics — mostly MGHers — from the emergency response team, which is part of the IMSuRT and the Metro Boston Disaster Medical Assistance Team (DMAT). Developed and directed by Briggs, IMSuRT is sponsored by the MGH. The group is the only disaster response team in the nation with specialized medical skills.

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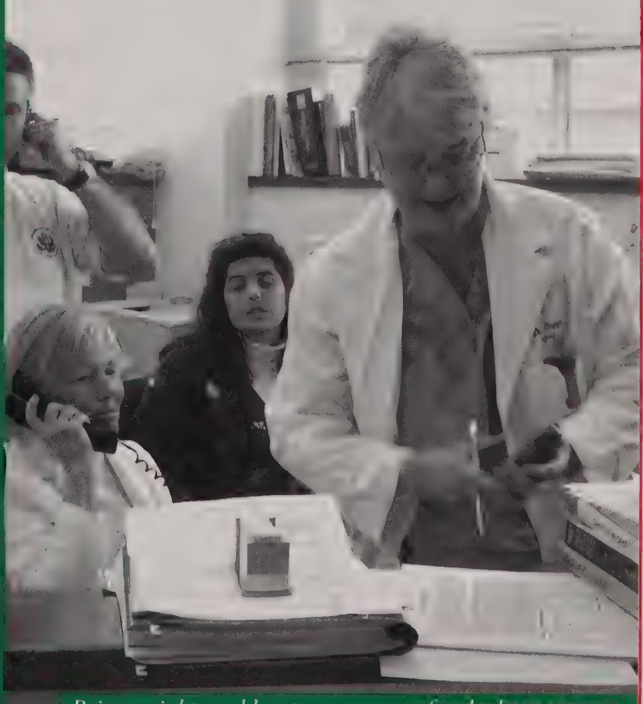


Briggs, right, and her team prepare for deployment.

While visions of sugarplums danced in their heads ...

'Twas the week before Christmas when young patients of the Pediatric Hematology-Oncology Unit at MassGeneral Hospital for Children gathered with their families and caregivers to celebrate this special season. The eighth annual holiday party was held Dec.15 at the Holiday Inn with more than 100 youngsters — including patients and their siblings — enjoying a fun-filled day with food, music, face painting, gingerbread cookie decorating, entertainment by a clown troupe and, of course, a visit from Santa. All of the fun was made possible by donations from the Holiday Inn, Friends of the MGH Cancer Center, Friendly's Ice Cream and private donors.

— MGHers give inspirational gift

(Continued from Page 1)

The primary function of IMSuRT and DMAT is to deploy a team of surgical, medical, nursing and other health care professionals at a moment's notice to aid in any kind of disaster. Formed in 1999, the MGH-based team also was called into action during the tragic events of Sept. 11, 2001. They arrived at Ground Zero on the evening of Sept. 13 and provided medical care to victims, rescue workers and volunteers, providing much of the same kind of care they are providing in Guam.

"Disaster response is very much like patient care — you can't expect it, and you can't plan it. Disasters happen no matter what time of year it is, and we are ready to be called at a moment's notice," says Briggs. ●

Handmade hats were hung on the holiday tree with care

The annual hat tree for cancer patients, a holiday tradition at the MGH Cancer Center, was decorated this year in memory of Janet Connolly O'Neill, co-founder of Friends Fighting Breast Cancer. More than 600 hats, turbans and scarves, handmade by local community members throughout New England, adorned a 7-foot tree in the lobby of the Cancer Center. Women experiencing hair loss as a result of chemotherapy or radiation treatment are encouraged to visit the tree and select a hat of their choice.

Friends Fighting Breast Cancer and Fabric Place stores collaborate every year to distribute free hat patterns at the five Fabric Place locations in New England, encouraging the community to return with a hand-made hat on Hat and Turban Day. Fabric Place also contributes $5 for every hat collected for the Friends Fighting Breast Cancer's annual fundraising goal for breast cancer research. Since 1995, Friends Fighting Breast Cancer has donated more than $300,000 to breast cancer research at the Center for Cancer Risk Analysis at the MGH.

Friends Fighting Breast Cancer will hold its annual gala March 15, 2003 at the Copley Marriott Hotel in memory of Connolly O'Neill, who recently died of breast cancer. For tickets, contact co-chair Fran Gilardi at (978) 664-2892 or send e-mail to *Frang2001@attbi.com.* ●

From left, Margo Brophy of Friends Fighting Breast Cancer and Caragh Whalen of the Fabric Place.

MGHers celebrate holidays around the world

The MGH Patient Care Services Diversity Steering Committee hosted its annual "Holidays around the World" celebration Dec. 12 in the Main Corridor. Festive tables representing the Chinese New Year, Christmas, Diwali, Hannukah, Kwanzaa, Ramadan and the Winter Solstice lined the hallway offering information about each celebration.

The event also showcased the committee's coordination of the traditional gift giving to the MGH's HAVEN (Hospitals Helping Abuse and Violence End Now) program, which receives collected gifts donated by MGH employees to help families aided by HAVEN. ●

Mrs. Claus makes special guest appearance

While Santa Claus has been busy with personal appearances at malls across America, Mrs. Claus and her little helper "Jingles" the elf lent Santa a helping hand recently by delivering special gifts and candy canes to MassGeneral for Children patients on Ellison 17 and 18.

Mrs. Claus (a.k.a. Yvonne DelloRusso, a volunteer with the MGH Blood Donor Center) and Jingles (a.k.a. Taylor Poucel, daughter of Kim Cronin of the MGH Blood Donor Center) made their rounds to patient rooms Dec. 17 giving puppy pals to young patients who could not be home for the holidays. Each stuffed puppy came with a signed gift tag from a donor who gave blood at the MGH Blood Donor Center.

The puppy pal campaign is one of several promotional events being held by the Blood Donor Center to entice donors to give the most important gift of all this holiday season — much-needed blood. In addition, platelet donors who give Dec. 24 and 26 and the first 20 blood donors on these days will receive free movie passes.

For more information or to make an appointment to donate blood or platelets, call (617) 726-8177.

Mrs. Claus and Jingles

WHAT'S HAPPENING

Reminder from Police and Security

MGH Police and Security would like to remind employees, patients and visitors to help prevent theft by not leaving their valuables unsecured in the hospital or in plain view in their vehicles. According to Police and Security staff, although the crime rate is down throughout the hospital, preventable thefts continue to occur. In the past year, 95 percent of stolen items were left unattended in open or unlocked drawers or out in the open in high-traffic areas. These thefts were preventable. The Police and Security staff want to ensure the MGH remains a safe place and need the assistance of everyone at the hospital to do so. Take the time to protect valuables by locking doors to offices and/or desk drawers and limit access to expensive equipment and personal property. If something or someone seems suspicious, call Police and Security at (617) 726-2121.

Hotline publication schedule

Next week the *MGH Hotline* will not be published. The next issue of *Hotline* will be published Dec. 31. *Hotline's* regular schedule will resume Jan. 10. To submit story ideas to *Hotline*, call (617) 726-2206, fax to (617) 726-7475 or send e-mail to *Hotline@partners.org.*

CRP hazmat training

The Clinical Research Program (CRP) and the MGH Safety Office are sponsoring hazardous material handling training for clinical research personnel. The training session will be offered Jan. 8, from noon to 1:30 pm in the Wellman 101 Conference Room. Kim Boleza, an MGH biosafety officer, will provide the training. Registration is required. To register, visit *http://crnet.mgh.harvard.edu* or contact Alison Simmons at (617) 726-1669.

Winter 2003 schedule for computer training

Partners Information Systems Training has introduced the winter computer workshop training schedule for Microsoft Office applications. Classes are held at Corporate Training, Charles River Plaza, 185 Cambridge St. For more information, visit *http://is.partners.org/training.* Schedules and registration forms also are available by calling (617) 724-1240.

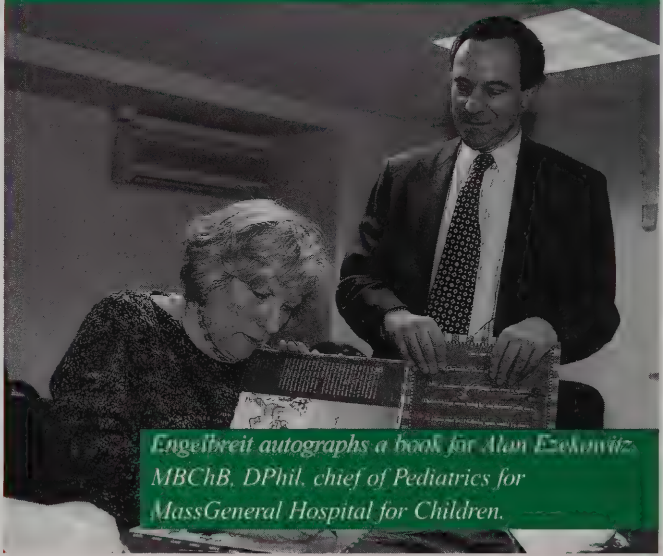
Classic holiday tale raises money for MGH children

Popular illustrator Mary Engelbreit recently made a personal appearance at a local department store in Downtown Crossing to autograph copies of her latest book in the spirit of the holiday season and to raise money for the MGH.

Engelbreit visited Filene's Department Store Dec. 6 to autograph copies of her new illustrated version of the Clement Moore holiday classic, "The Night Before Christmas." All proceeds from the event will go directly to MassGeneral Hospital for Children.

Engelbreit is well known throughout the publishing world for her colorful and intricate designs that adorn children's books and more than 14 million greeting cards sold each year.

Engelbreit's version of "The Night Before Christmas" will be on sale at Filene's until Christmas.



Engelbreit autographs a book for Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MassGeneral Hospital for Children.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
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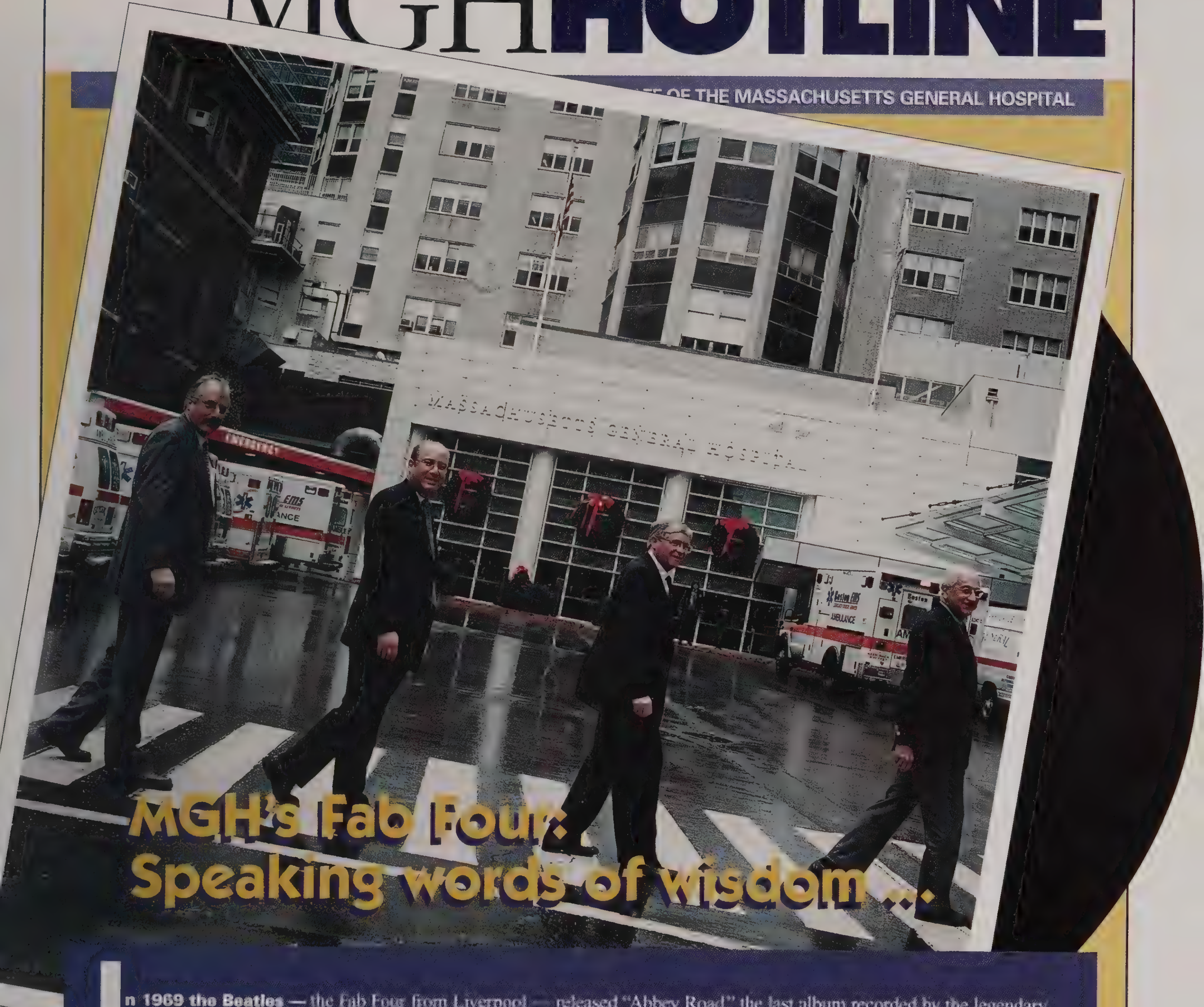
Happy Holidays!

December 31, 2002

MGH HOTLINE

OF THE MASSACHUSETTS GENERAL HOSPITAL



MGH's Fab Four: Speaking words of wisdom ...

In 1969 the Beatles — the Fab Four from Liverpool — released "Abbey Road," the last album recorded by the legendary group. Widely acclaimed for its musical leadership and innovation, "Abbey Road" was the extraordinary outcome of four artists at the top of their game.

Tonight, at the stroke of midnight, another Fab Four will take center stage, each stepping into a new leadership role at the MGH or Partners HealthCare. In photo from right, Samuel O. Thier, MD, who has served as president and CEO of Partners for the past six years, will return to the MGH as a practicing physician and will continue his involvement with national health care policy issues. James J. Mongan, MD, MGH president since 1996, will assume the post of president and CEO of Partners. Peter L. Slavin, MD, who has been chairman and CEO of the Massachusetts General Physicians Organization (MGPO) since 1999, will become president of the MGH. And David Torchiana, MD, who has served as MGH's chief of Cardiac Surgery since 1999, will become chairman and CEO of the MGPO.

This special issue of *Hotline*, celebrates and salutes MGH's own Fab Four — four physician leaders who are clearly at the top of their game. The health care challenges facing these leaders are many on this long and winding road. Success will depend on the ability of the system to come together, which can happen only with a little help from our friends.

Samuel O. Thier, MD

Hometown: Brooklyn, NY

Last book read: "First American: The Life and Times of Benjamin Franklin," by H.W. Brands

Favorite food: Pizza

Favorite sports team: Brooklyn Dodgers

Favorite Color: Blue

Hobbies: Tennis, history

Most important medical milestone: DNA structure and function

Most admired person: Abraham Lincoln

Favorite Beatle: Ringo

Favorite Beatles song: "She Loves You"

"It's nice to be home."

James J. Mongan, MD

Hometown: San Francisco, Calif.

Last book read: "Master of the Senate: The Years of Lyndon B. Johnson," by Robert A. Caro

Favorite TV show: 10 pm news

Favorite food: Chocolate

Favorite sports team: University of California Golden Bears

Favorite movie: "High Noon"

Favorite color: Blue

Hobbies: Family and reading

Most important medical milestone: Basic public health advances

Most admired person: Jimmy Carter

Favorite Beatle: George

Favorite Beatles song: "Let It Be"

"Thanks for your important work."

Peter L. Slavin, MD

Hometown: Malden, Mass.

Last book read: "Built to Last: Successful Habits of Visionary Companies," by James C. Collins and Jerry I. Porras

Favorite TV show: Monday Night Football

Favorite food: Sushi

Favorite sports team: Patriots

Favorite movie: "Chinatown"

Favorite color: MGH Blue

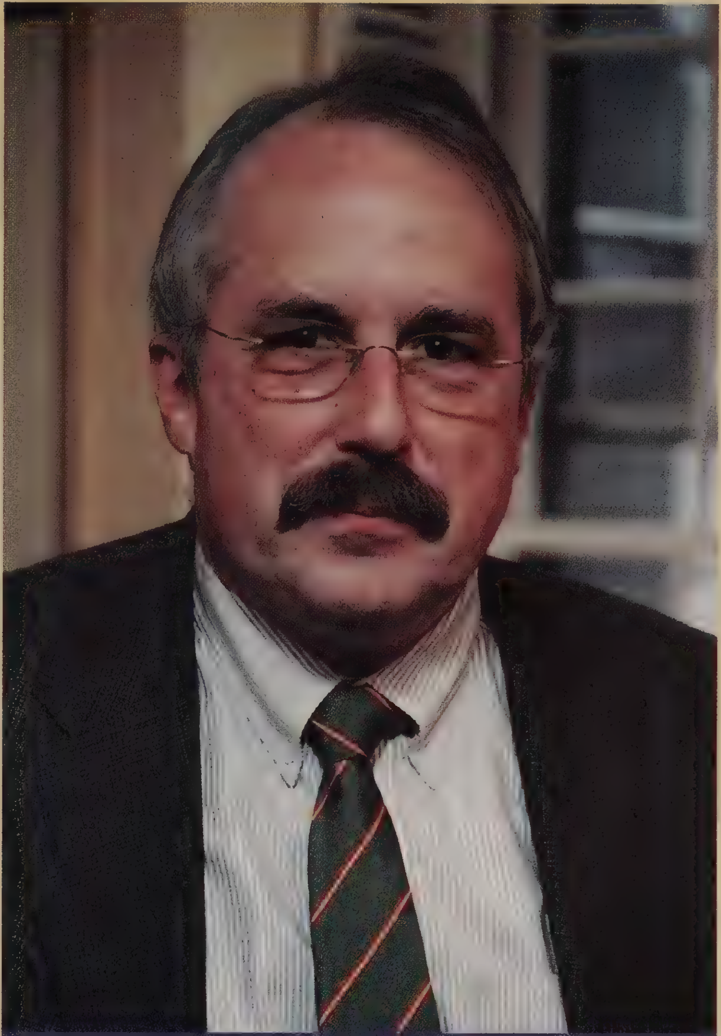
Hobby: Golf

Most admired persons: Wife and kids

Favorite Beatle: Paul

Favorite Beatles song: "Yesterday"

"I am honored and humbled to be following in Drs. Thier's and Mongan's footsteps — I look forward to working with all members of the MGH community to make this great hospital even greater."



David Torchiana, MD

Hometown: Evanston, Ill.

Last book read: "The Magic Mountain," by Thomas Mann

Favorite TV show: NFL Primetime

Favorite food: MGH macaroni and cheese

Favorite sports team: Chicago Bears

Favorite movie: "Caddyshack"

Favorite color: Blue

Hobbies: Time with family, reading, thinking about getting some exercise

Most important medical milestone: Anesthesia

Most admired person: Jack Aubrey

Favorite Beatle: John

Favorite Beatles song: "Julia"

"We have a lot to be thankful for."
"Pronta recuperacion Igor!"

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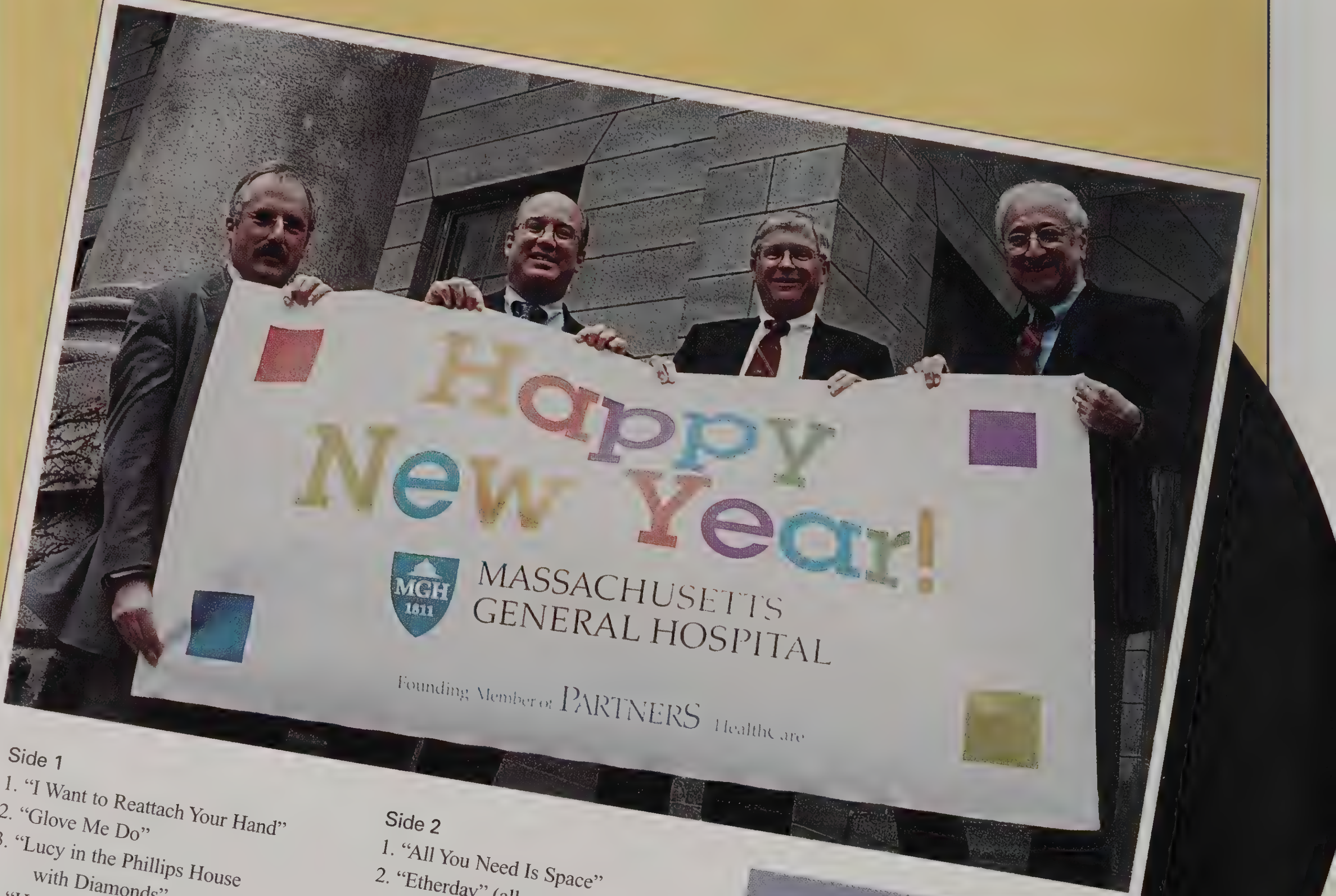


Side 1

1. "I Want to Reattach Your Hand"
2. "Glove Me Do"
3. "Lucy in the Phillips House with Diamonds"
4. "Health! I Need Some Body"
5. "Live and Let Divert"
6. "Back in the MGPO"
7. "Day Shifter"
8. "Bulfinch Lawns Forever"

Side 2

1. "All You Need Is Space"
2. "Etherday" (all my troubles seemed so far away)
3. "She Came in Through the Cath Room Window"
4. "Ticket to Ride" (the Partners Shuttle)
5. "Dr. Pepper's Cloning Hearts and Hands"
6. "Give PACE a Chance"
7. "Hello, Good Biopsy"
8. "Magical Medical Cure"

Credits and special thanks to:
Pat Eng – vocal support for Dr. Thier
Linda DelloRusso – instrumental backup for Dr. Mongan
Gretchen Shubrooks – production assistance for Dr. Slavin
Kathy Nee – former key (board) player for Dr. Torchiana
Sam Riley, MGH Photo Lab – album cover art

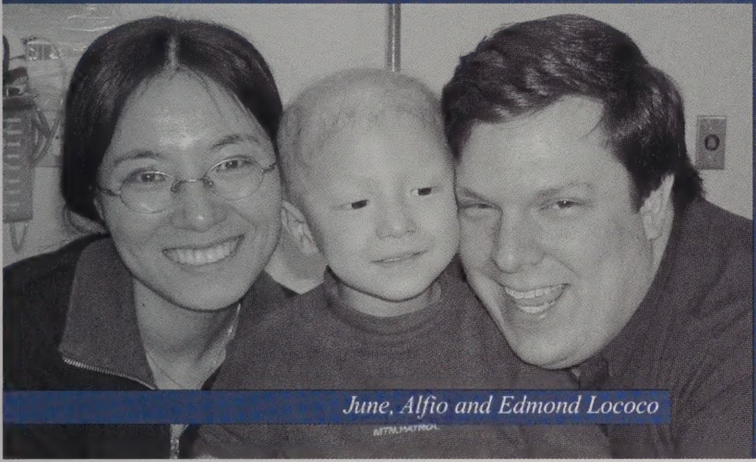
March 15, 2002

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Family travels halfway around the world for MGH care

Edmond and June Lococo know firsthand how difficult it is to see a child in pain and to be unable to help him. When their 2 ½ -year-old son, Alfio, was diagnosed with a tumor in his bladder last year, the family not only had to care for a very sick child, but they also had to maneuver through a difficult health care system in their home city of Beijing, China.


June, Alfio and Edmond Lococo

The Lococos' ordeal began in September 2001 when the family was on vacation in Singapore. They noticed that Alfio was having difficulty urinating. Upon returning to Beijing, they took him to the local children's hospital where an ultrasound was performed that identified a mass in Alfio's bladder. Further testing was done. While the results were not conclusive, doctors said they were 90 percent sure Alfio had cancer. If the tumor was cancerous, they were told, Alfio would have just a 60 percent chance of surviving if treated in Beijing.

Not satisfied with that prognosis, the Lococo family

(Continued on Page 2)

BRA approves MGH plans for ambulatory care building

The Boston Redevelopment Authority (BRA) voted March 7 to approve the MGH's plans for a new ambulatory care building. The plan will allow the hospital to add much-needed space for outpatient services, including the cardiovascular and musculoskeletal programs, women's health, MassGeneral Hospital for Children and the Cancer Center.

The first phase of the project, which should be completed in 2004, includes a 420,000-square-foot building with a 725-space underground parking garage. This phase began last fall with the removal of the east wing of the historic Charles Street Jail. A section of this wing will be rebuilt later in the project when the jail is transformed into part of a hotel.

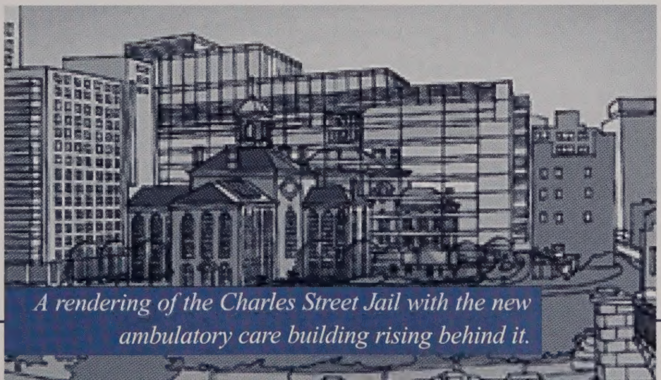
The second phase of construction, which is slated to be completed in 2006, will result in a 220,000-square-foot building for outpatient surgery, radiology and a new emergency entrance. The overall project is expected to cost approximately $300 million.

The need for additional space for outpatient services has become paramount for the MGH. In the past five years, outpatient volume and outpatient surgery have grown more than 15 percent. Outpatient cancer visits have increased 100 percent. The growth of ambulatory care services and the shortage of space also have led to long wait times for appointments.

The MGH also is coordinating its construction project with the MBTA's plans for redeveloping the Charles/MGH T stop, which will improve access to the station for MGH patients and employees who use it. The hospital has committed $2.5 million to the T station project.

"We at the MGH are excited about the ambulatory care building and additional construction projects," said James J. Mongan, MD, president of the MGH, who spoke about the importance of the new building at the BRA hearing. "We clearly need this facility if we are to continue providing the highest-quality care to our patients in the years to come, and we believe it will be an asset to the city as well."

The MGH will continue to work with the surrounding communities, especially residents on Beacon Hill and in the West End, by keeping residents informed about hospital plans, projects and progress. "We will need to be good neighbors given the impact the hospital has on those who make their home near the MGH," says Michael Jellinek, MD, of MGH Administration, who is coordinating the ambulatory care building project. "We understand the value of collaboration in making our efforts successful, and we welcome input and questions from our neighbors." ●


A rendering of the Charles Street Jail with the new ambulatory care building rising behind it.

— *Family travels halfway around the world for MGH care*

(Continued from Page 1)

took Alfio to Hong Kong, which was a three-hour flight from Beijing. More tests were done; a biopsy was performed. The biopsy results still were not conclusive, however, and doctors had even more bad news. “They said that the tumor was snarled up against his bladder and urethra,” explains Edmond Lococo. “They could perform radical surgery to remove the tumor, but Alfio would suffer a major loss of function — both of his bladder and his prostate. They recommended chemotherapy without the surgery.”

Nancy Tarbell, MD, (second from left) with the Lococo family

Still not ready to accept such a poor prediction for their son's future, the family turned their sights across the globe. They had to make a difficult decision: to relocate to the United States to get the kind of medical attention they wanted for their son.

Edmond Lococo, who is from upstate New York, contacted several U.S. hospitals, including the MGH, to get more information about his son's condition. After several phone conversations with Mary Huang, MD, of Pediatric Hematology/Oncology at MassGeneral Hospital for Children, the Lococo family put the wheels in motion to move halfway around the world to save their son.

A reporter for a financial news service, Lococo was able to get a transfer from the company's Beijing office to its Boston bureau. The family packed up their belongings within 48 hours and arrived in Boston Nov. 1. They immediately met with Alison Friedmann, MD, of Pediatric Oncology, to discuss Alfio's plan of care.

Within three days, Alfio underwent open-bladder surgery performed by Daniel Ryan, MD, of Pediatric Surgery. The surgery confirmed Alfio's diagnosis: He had a rhabdomyosarcoma, a rare soft-tissue tumor. Fortunately, the surgical team was able to completely remove the tumor safely, leaving him with normal function of his bladder, prostate and urethra. “We were ecstatic that they got the tumor out,” says Lococo. “We went from being told his tumor was inoperable to having it completely removed within three days after arriving here.”

Although the MGH surgical team removed the entire tumor, a follow-up test showed some cancerous cells remained in Alfio's bladder, requiring radiation treatment. Fortunately, the Lococo family had chosen an institution that is one of only two hospital-based centers in the world offering proton beam therapy, a specialized form of precisely targeted radiation. Alfio would be the first pediatric patient to be treated at the center, which opened in November 2001.

The therapy was a particularly good option for Alfio because it would minimize damage to his pelvis and the surrounding healthy tissue. And because his muscles and tissues still are developing, minimizing the side effects was crucial. “With Alfio, we had an opportunity to decrease his risk of severe complications in the future using the proton beam therapy. We've been so pleased with the results of his treatment plan,” says Nancy Tarbell, MD, director of Pediatric Radiation Oncology. “It is so exciting to see this kind of cutting-edge technology really make a difference in the life of a young patient and his family.”

Alfio underwent his first proton beam treatment Feb. 14 and continues treatment several times a week through March 22. His chemotherapy will continue until September. So far, follow-up evaluations have shown no tumor growth. Now that the family has an improved outlook for Alfio's future, they can better reflect on their decision to relocate so far away from their home.

“We went through an extremely dark period, the darkest time of my life, in Beijing,” says Lococo. “It is bad enough to find out that your child has a life-threatening disease, but then we found out that the place where we lived couldn't treat him. We were told he had a 60 percent chance of surviving, and here at the MGH, we were told he had better than a 90 percent chance. We went from a coin toss on the fate of my son's life to almost certain success. I have complete confidence in the doctors here. His prognosis is very good, but it is good only because we came here.” ●

ADVANCES

Alcohol linked to decreased hypertension risk in young women

Moderate alcohol consumption can lead to a reduced risk of developing hypertension in young women, according to MGH and BWH researchers. The study results, published in the March 11 *Archives of Internal Medicine,* use data from the Nurses' Health Study II, which is based at BWH.

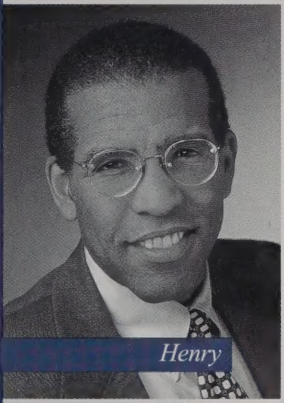
"For women in their 20s to 40s, we found that alcohol intake at moderate levels was beneficial to blood pressure, and at high levels it was harmful," says Ravi Thadhani, MD, MPH, of the MGH Renal Unit and the BWH Channing Laboratory, the paper's lead author. Thadhani and his team gathered data from more than 70,000 women from ages 25 to 42 years old at the study's outset in 1989, who had not reported having hypertension during the study's early years. After eight years of follow-up, the scientists found that women who drank about two or three drinks a week had a risk of developing hypertension about 15 percent lower than that of nondrinkers. Women who drank on average more than 10 or 12 drinks per week, however, had a 30 percent increased risk of developing the condition.

Thadhani stresses the importance of maintaining a healthy blood pressure because chronic hypertension is associated with heart attack, stroke and kidney disease. "Our next step is to understand how alcohol affects women of different races and ethnicity, since one group may respond differently than another. We also want to see if modifying alcohol consumption can help women who already have high blood pressure get to a healthier level," he says.

The report's co-authors are Carlos A. Camargo, Jr, MD, DrPH, and Gary C. Curhan, MD, ScD, of MGH; and Meir J. Stampfer, MD, DrPH; Walter C. Willett, MD, DrPH; and Eric B. Rimm, ScD, the study's senior author, of Harvard School of Public Health and BWH.

New Partners general counsel and vice president

Partners HealthCare president and chief executive officer, Samuel O. Thier, MD, announced this week the selection of Brent L. Henry as the new general counsel and vice president for Partners. Henry will be assuming the position June 1. Ernest M. Haddad left the position as general counsel in December 2001 to return to academia, after 21 years of service to Partners and the MGH.



Henry

Henry has 17 years of senior-level legal experience in the health care field. Since 1985, he has been general counsel for MedStar Health (formerly Medlantic). MedStar is the largest health care network in the Baltimore and Washington, DC areas. Similar to Partners, MedStar is an integrated delivery network that offers its patients the full continuum of care. Its seven hospitals, which include Georgetown University Hospital, have relationships with more than 4,000 physicians and 22,000 employees.

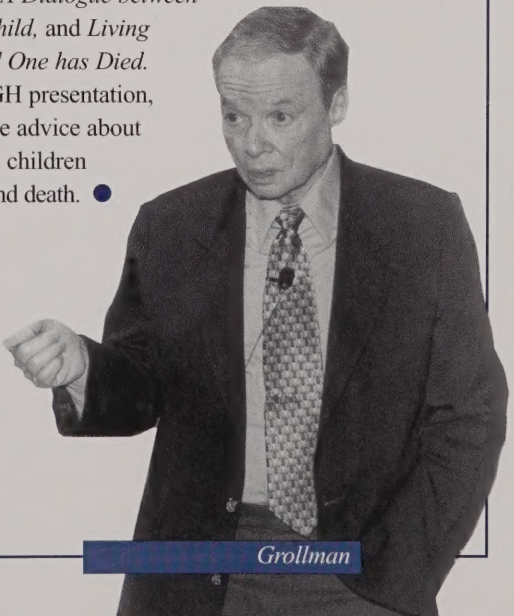
Henry is a member of the Board of Governors of the National Institutes of Health Clinical Center, a trustee of Princeton University, and a past president of the American Health Lawyer's Association. In addition to his other legal experience in private practice, Henry taught a course on health care law for 13 years as a member of the adjunct faculty of Howard University's School of Business and Public Administration. As deputy administrator of the New York City Human Resources Administration, he directed the city's Medicaid program.

Sharing words of wisdom: Renowned lecturer speaks on grief

For five years, the MGH Palliative Care Services staff has been instrumental in treating patients with life-threatening illnesses and their families. The team, comprised of specially trained physicians, nurses, social workers, chaplains and volunteers, provide a welcome resource for MGH clinicians in caring for such patients. To celebrate their fifth anniversary at the hospital, the Palliative Care staff hosted a special presentation March 6 by renowned author and lecturer, Rabbi Earl Grollman.

An expert in bereavement and grief counseling, Grollman is well known for his books, such as *Talking about Death: A Dialogue between Parent and Child,* and *Living when a Loved One has Died.*

At the MGH presentation, Grollman gave advice about how to talk to children about dying and death. ●



Grollman

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WHAT'S HAPPENING

MGPO quarterly meeting

All physicians and staff are invited to the quarterly meeting of the Massachusetts General Physicians Organization (MGPO), March 20, from 5 to 6:30 pm, in the O'Keeffe Auditorium. Guest speakers include: Samuel O. Thier, MD, Partners president and chief executive officer; James J. Mongan, MD, MGH president; Peter L. Slavin, MD, MGPO chairman and chief executive officer; and David Blumenthal, MD, director of the MGH Institute for Health Policy. For more information, call (617) 724-9080.

Children and Healthcare Week art fair

MassGeneral Hospital for Children will celebrate National Children and Healthcare Week, April 21 to May 3. Pediatric patients, children of employees and students at local schools are invited to submit their artwork to the Children and Healthcare Week Art Fair. The art theme is "Who or What Keeps You Healthy and Safe?" Artists may use crayons, paint or pencils on 8 ½ by 11-inch paper. Submissions should include name, school, age and phone number. Artwork should be sent to Joan Drescher, MassGeneral Hospital for Children, 55 Fruit St., Ellison Building, room 1705, Boston, MA 02114. The deadline for submissions is April 17. All artwork will be on display in the Main Corridor throughout the week's activities. Prizes will be given to the 1st-, 2nd- and 3rd-place winners in the pre-school, elementary, middle and high school groups. Each entrant will be recognized with a certificate of participation.

Call for Macaluso Award nominations

Nominations now are being accepted for the Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award. The award recognizes direct care providers throughout MGH Patient Care Services whose practice exemplifies the expert application of values personified by the late Stephanie M. Macaluso, RN. Nomination forms are available in all patient care areas, in department offices and at the Gray Lobby information desk. All nominations must be received by April 5. Awardees each will receive $1,500 for a professional conference of their choice. For information, call (617) 724-5801.

Family-Centered Care Award nominations

Nominations now are being accepted for the annual Family-Centered Care Awards. The awards recognize caregivers at MassGeneral Hospital for Children who best exemplify the hospital's mission and the care given to children and families. Any MassGeneral Hospital for Children employee can be nominated by a colleague, patient, family or visitor. Nominators may submit a brief letter stating why they believe the nominee deserves to be recognized. Nominations must be submitted by April 2 to Judy Newell, RN, on Ellison 17.

Holy Week services

MGH Chaplaincy will offer the following services during Holy Week in the MGH Chapel, located on Ellison 1.

Palm Sunday Roman Catholic Mass will be held March 23 and 24 at 4 pm. Palms will be distributed in the morning on inpatient units and at the 4 pm Mass.

An Ecumenical service will be held March 25, 26 and 27 at 12:15 pm, and Roman Catholic Mass will take place on those days at 4 pm.

Ecumenical prayer service for Holy (Maundy) Thursday will be held March 28 at 12:15 pm. Roman Catholic Mass for Holy Thursday also will be held March 28 at 4 pm.

A Good Friday service of music, reflections, readings and prayer will be held March 29, from noon to 3 pm.

Roman Catholic Service — Passion of the Lord and Holy Communion will be held March 29 at 4 pm.

Roman Catholic Easter Vigil Mass will be held March 30 at 7 pm. There will not be a 4 pm Mass on March 30.

Ecumenical Easter service will be held March 31 at 12:15 pm, and Easter Sunday Roman Catholic Mass will be held at 4 pm.

For more information about these services, call the MGH Chaplaincy at (617) 726-2220.

Passover offering

MGH Chaplaincy staff extends their best wishes to patients, families and staff who are celebrating the Hebrew festival of Pesach (Passover), which begins March 28. Kosher food is available to Jewish patients upon request to the MGH Nutrition and Food Services Department by calling (617) 726-2520.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.mgh.harvard.edu/pubaffairs

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In memoriam

The MGH community is invited to a memorial service for Alice Armstrong, RN, *(at right)* a longtime MGHer who died Jan. 30. The service will be held March 20, at 1 pm, in the MGH Chapel. Armstrong was a nurse in the Staff Clinic and in IV Nursing.